

JULY

22-23

G HOTEL GURNEY **PENANG**

JULY

29-30

DORSETT GRAND **SUBANG**

A 2-DAY COURSE ON

Interpersonal & Workplace Communication Skills to Excel in Your Career

HIGHLIGHTS

Module 1: Empathy In Communication Model

Module 2: Make A Good First Impression

Module 3: Understand Others By Reading Nonverbal Signals

Module 4: Leadership

Module 5: Personal Styles In Communication

Module 6: Safe Space

Module 7: The Art Of Feedback

Module 8: Conflict Resolution

Module 9: Having Difficult But Empowering Conversations



TrainNode

ACCELERATING BUSINESS PERFORMANCE

with the right learning experience,
bridging present and future
organizational needs.

INTRODUCTION

Great encounters and positive outcomes are strongly connected to the ability to navigate interpersonal communication and manage workplace relationships. A professional with strong interpersonal skills tends to relate with people and get the job done by improving teamwork, building confidence with the leadership team, and having strong relationships with their clients.

Today's fast paced and virtual environment increases the importance of effective interaction, idea sharing, and collaboration. This necessitates the development of interpersonal skills that encompasses communication skills and people skills.

The benefits of interpersonal skills for leaders and employees:

Greater emotional intelligence. High emotional intelligence is important for managing our stress, forming better relationships, and improving our communication.

Increased confidence and assertiveness. As a professional, there's a responsibility to take the first step in recognizing issues and broaching the conversation in a manner that's respectful and productive. Understanding a situation, our emotions and narrative, allows us to contemplate and be confident in our corresponding actions.

Improved communication and negotiation skills. Communication needs to go beyond what we see to understanding what's driving the behavior of the other person. When we can identify the cause of the behavior, we are better able to address the issue.

Strengthened relationships and collaborations. Whether it's cultivating open and trusting relationships with co-workers, or developing the ability to quickly gain a customer's support, good interpersonal skills are necessary for collaboration.

Good interpersonal skills are also beneficial for the health and success of the organization.

Greater employee retention. When employees are able to connect with management and with each other, they're more likely to be engaged with their work, which means better work performance and better employee retention for the company.

More welcoming workplace environment. Encouraging open communication can encourage employees to take action and discuss developing issues with their peers. This greatly reduces levels of employee conflict, stress, and disruption.

Better customer relationships When customer-facing employees are better able to "build a bridge" with decision-makers, the company can transform transactional client relationships into win-win partnerships.

Strong interpersonal skills in leaders and employees are essential to support personal development and are beneficial for the business's growth. Some people are born with good interpersonal skills but everyone can learn, develop and improve them. The content of this course is designed with the input of hundreds of participants, and as a result, we share solutions that are highly relatable to the Malaysian work environment.

WHO SHOULD ATTEND

- All leaders, project leaders, department heads, and employees.
- Leaders and employees working with teammates, managing other and communicating with and communicating with clients and stakeholders .
- Employees who have growing responsibilities in their organization and are seeking to enhance their communication skills as a catalyst to drive change.

METHODOLOGY

This training is highly interactive as participants have the opportunity to practice the lessons in the course. The training methodology uses a complete learning system with well-defined objectives that are achieved through lectures, role play, and group exercises.

OBJECTIVES

This course is designed based on challenges faced by hundreds of past participants. Leaders and employees learn key interpersonal skills and people skills that will help them excel in their careers.

Upon completion of this training, participants will be able to:

- Demonstrate the ability to communicate in a way that builds trust and respect.
- Employ methods for empathy and active listening.
- Apply the personality model and communicate in a way that is well received by the communicator.
- Develop ways to communicate politely and professionally in challenging situations.
- Constructively manage criticism and appropriately respond to it.
- Develop positive ways of dealing with conflict.
- Build a positive connection by building a better rapport.
- Learn the use of effective first impressions during meetings.
- Learn to manage stress.

TRAINER'S PROFILE

SHARON LEE. A successful career is dependent on the individual having work-related functional knowledge and skills, and the art of using them to the best effect. The art is largely one of communication and people skills: through talking, listening, writing, and reading body language. Good interpersonal skills are skills are what separate the distinguished, from the good.

Sharon's corporate and academic experience were the foundational pillars of strong interpersonal skills. As a Design Thinker, Sharon communicates to draw the best ideas from large groups of audiences and within a very short time frame, arrive at the best solutions. As a Brand Marketer and Organizational Strategist, she speaks on international platforms to communicate concepts, and ideas and promote products. Finally, as an academic, she works with thousands of students and lecturers to achieve higher-order thinking and professionalism.

Owing to strong interpersonal skills, Sharon has successfully led product innovation projects and created brands from ground zero; all of which entails collaboration with various subject matter experts from many different countries.

Sharon's corporate experience was with multinationals such as Johnson & Johnson, GlaxoSmithKline, and Fonterra Brands. Her last position in academia was as the Director of Learning and Teaching Excellence.

DAY 1

0900 **ICE BREAKER**

0915 **MODULE 1: EMPATHY IN COMMUNICATION MODEL**

- Recognizing your 'Noise'
- Successful listening
- Making the communicator feel considered

1030 Morning Coffee

1045 **MODULE 2: MAKE A GOOD FIRST IMPRESSION**

- The ingredients of first impressions
- Establish an immediate connection

1300 Lunch

1400 **MODULE 3: UNDERSTAND OTHERS BY READING NONVERBAL SIGNALS**

- What your body says
- Showing interest and disinterest
- What do we do with what we observe

1500 Afternoon Tea

1545 **MODULE 4: LEADERSHIP**

- Presence that exudes confidence and leadership
- Communicate with assertiveness and confidence
- Problem solving as a team

1630 **REVIEW**

1700 End of Day 1

DAY 2

0900 **MODULE 5: PERSONAL STYLES IN COMMUNICATION**

- Understand our styles and those of other people
- Persuading and influencing different personalities

1030 Morning Coffee

1045 **MODULE 6: SAFE SPACE**

- Creating a safe space for others
- Creating a safe space for yourself

1145 **MODULE 7: THE ART OF FEEDBACK**

- Effectively providing feedback
- Receiving feedback effectively

1300 Lunch

1400 **MODULE 8: CONFLICT RESOLUTION**

- Start focusing on building trust
- Managing conflict

1500 **MODULE 9: HAVING DIFFICULT BUT EMPOWERING CONVERSATIONS**

- Preparing for a difficult conversation

1530 Afternoon Tea

1545 cont. **MODULE 9: HAVING DIFFICULT BUT EMPOWERING CONVERSATIONS**

- Managing the difficult conversations
- Exiting the conversation

1630 **REVIEW**

1700 End of Course

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REGISTRATION FORM

Interpersonal & Workplace Communication Skills to Excel in Your Career

PLEASE TICK WHERE APPLICABLE

JULY 22-23 PENANG

JULY 29-30 SUBANG

HRD CORP CLAIMABLE COURSE: TRAINING PROGRAMME NO: 10001344820

COMPANY NAME

COMPANY ADDRESS

NATURE OF BUSINESS

MEMBER OF HRD CORP?

YES

NO

COMPANY SIZE

1-29

30-69

70-99

100-149

150-199

200+

CONTACT PERSON

TEL

MOBILE

EMAIL

APPROVING MANAGER NAME

TEL

MOBILE

EMAIL

DELEGATE 1 FULL NAME

POSITION

TEL

MOBILE

EMAIL

DELEGATE 2 FULL NAME

POSITION

TEL

MOBILE

EMAIL

DELEGATE 3 FULL NAME

POSITION

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DELEGATE 4 FULL NAME

POSITION

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MOBILE

EMAIL

DELEGATE 5 FULL NAME

POSITION

TEL

MOBILE

EMAIL

COURSE FEES

The fee per person is RM1795.

The full fee is required with your registration. The fee includes luncheon, coffee / tea breaks, course manual, and certificate of completion.

2 persons registered are entitled to a 10% discount.

TERMS & CONDITIONS

1. Registration & Fees Policy.

Registration is confirmed once registration form is received via email. All Payments /Undertaking Letters / Local Order (LO) / Letter of Approval must be made available and presented prior to the course.

2. Cancellation Policy

Any cancellation must be received in writing within 7 working days prior to the course else full payment will be imposed. Any no-show by registered delegates will be liable for full payment of the course fees.

3. Disclaimer & Program Changes Policy

Trainmode Sdn Bhd reserves the right to amend or cancel the course due to circumstances beyond its control. We reserved the right to modify the advertised topics or course timing whenever necessary.

PAYMENT TRANSFER BANK DETAILS

Account name

**TRAINMODE
SDN BHD**

Account number

14100015214

Bank Name

**Hong Leong
Bank Berhad**

CONTACT US

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OUR LOCATIONS

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PENANG

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Taman Industri Impian Indah,
14000 Bukit Mertajam, Penang

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