

METHODOLOGY:

- Facilitator Interactive Presentation
- Individual Activity-Self Reflection
- Group Breakout Activity
- Relevant Video Presentation

PROFESSIONAL AND WORKPLACE COMMUNICATION SKILLS

Who Should Attend This Training?

- Managers
- Senior executives
- Executives

➤ PROGRAM HIGHLIGHT

Effective Communication is a combination of knowing *WHAT* to say, *HOW* to say and *WHEN* to say it. Individuals who have successfully combined these three skills go through their daily tasks with ease in today's competitive business environment because they know how to respond appropriately to day to day challenges. Those who do not, continue to struggle and become ineffective.

Either you are executives or managers in organisations, we communicate daily with subordinates, colleagues, customers, suppliers, bosses, stakeholders, in meetings, doing presentations or selling products both face-to-face and over the phone. Each of these communication processes results in an '*OUTCOME*', which leads to something that gets done either for the leader, for the other person(s), or for the mutual benefit of both. However, it is not just *WHAT* (outcome) is achieved, but more importantly it is *HOW* it's (outcome) achieved.

Whether your behaviour is unassertive (passive) or overassertive (aggressive), it is possible to change if you know the '*HOW*' to be assertive. This programme focuses on developing the skills of '*HOW*' to be an assertive leader and enable you to influence others effectively and lead them for results by practising your interpersonal skills at any situation arising.

➤ OBJECTIVES

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

- Communicate and relate effectively with others so that you will be able to solve real problems rather than repeating being non-achievements.
- Minimise passive, defensive and aggressive reactions, which block true being effective in communication.
- Experience increased work effectiveness and productivity, increased confidence in handling difficult behaviour in others, reduced interruptions at work, improved decision making and enjoy a more balanced lifestyle
- Be more in control of your daily work activities and experience reduced the work stress levels
- Practice and articulate the verbal and nonverbal messages with accuracy and effectiveness

Session 1: Introduction & Understanding the Big Picture

- Welcoming
- Ice Breaker- Knowing Me Knowing You
- Understanding the Big Picture
- Program Framework

Session 2: Developing Effective Communication Skills

- Basic Communication Principles
- Communication Trilogy
- Developing Interpersonal and Assertive Communications Skills
- Seven Positive Principles for Cooperative Communication
- Developing Active Listening Skills

Session 3: Why Do People Behave the Way They Do?

- The new challenges confronting leaders
- Transactional analysis of assertiveness and improve our interpersonal skills
- The role of Emotional Intelligence (EI) and assertiveness
- The relationship between values, attitude and our behaviour
- How do you perceive yourself?
- How are you perceived by others?

Session 4: Understanding People and Our Behaviour

- A definition of assertive behaviour and the benefits it offers
- Assertiveness - 4 Key Steps
- Differences between Passive, Aggressive, and Assertive Behaviour
- 5 principles of communication to help you build the foundation of your assertiveness
- Assertiveness and your feelings
- The practices of assertive communicators

Session 5: Recognising Your Own Style and Behaviours on Your Interpersonal Skills

- Self - assessment of my leadership strengths and weaknesses
- Identifying my interpersonal communication style
- How assertiveness can change my leadership effectiveness?
- External influences on my behaviour
- Assumptions and its impact on assertiveness
- Identifying your own strengths - Overcoming obstacles to assertive behaviour

Session 6- Application: A New Beginning – Professional and Workplace Communication Skills

- Manager or Leader?
- Continuously developing assertive communication and conflict resolution skills
- Making assertiveness a lifestyle: Replacing old habits with assertiveness
- Moving from defeating (negative) to positive ways of thinking – building your self-esteem
- Setting goals that work - SMART goals
- Personal Reflection by crafting “Professional and Workplace Communication Skills” Personal Action Plan”

REGISTRATION

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SOFT SKILLS AND MANAGEMENT TRAINING PROFESSIONAL AND WORKPLACE COMMUNICATION SKILLS

14-15 January 2020 22-23 July 2020

Shah Alam, Selangor

REGISTRATION FORM

Contact Person			
Company Name			
Company Registration No.			
Address			
E-mail			
Contact No.	HP:	Office:	Fax:

Please tick for organisation type:

Local company	Individual	SME	MNC
Organisation/ Association	Company registered under state agency	Government	Others (organisation / societies / international)
GLC	Foreign company	Koperasi	Professional & technical services

Please tick to indicate the nature of your business :

Aerospace	Agricultural	Automotive	Building/Construction	Chemical	Communication
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Food and Beverages	Green Technology	Health Related & Social Services	Tourism & Related Travel	Information Technology	Machinery and Equipment
Medical Devices	Nuclear Fuel Industry	Oil and Gas	Plastics and Rubber Products	Pharmaceuticals	Power Plant Industry
Publishing/Broadcast	Research and Development	Shipbuilding	Textile/Clothing	Timber And Wood	Transport
Water Supply Industry	Others (Please specify):				

PARTICIPANT

No.	Name	Position	Email	Mobile No.
1.				
2.				
3.				
4.				
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