



EFFECTIVE COMMUNICATION @ WORK WORKSHOP

ATCEN SM

Free access to ATCEN e-learning solution on
Communication Strategies (T&C applies)

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Date : 28th – 29th March 2018
Venue : Vistana Hotel, Kuala Lumpur

Workshop Description

Communication @ Work is a two-day training workshop that assists you in expressing yourself more effectively to others. With enhanced communication skills, you will then have greater influence and appear more confident in front of others.

This highly practical and interactive course will be focusing on enhancing your verbal and non-verbal communication. This is to ultimately ensure that you are utilizing all possible channels of communication to transmit your message clearly and effectively. At the end of the workshop you will develop a greater flair in communicating and will learn how to use your own personal style for maximum effect.

Workshop Learning Objectives

- Understand the process of effective communication;
- Able to Identify areas and situations when communication fails;
- Develop better verbal, listening, questioning skills;
- Develop persuasive communication skills;
- Develop nonverbal communication skills;
- Understand interpersonal communication roles & personality profiles.

Who Should Attend?

- Managers
- Supervisors
- Team Leaders
- Executives
- Front Liners

Workshop Chronology

0830	Registration
0900	Workshop Begin
1030 – 1045	Morning Break
1300 – 1400	Lunch
1530 – 1545	Afternoon Break
1700	End of Workshop

Chronology applies for Day 1 and Day 2.

Facilitated & Marketed by:

ATCEN SM

This training is **PSMB claimable**
Subject to PSMB approval

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Module Outline

Module 1: Introduction to Effective Communication at Work

- Understand and Appreciate the Types of Communication: Human Communication and Group Communication
- The Communication Model and its dynamics
- The factors that contribute to failed communication

Module 2: Effective Listening Skills

- The Definition of Listening & The 4 Types of Listening: Active, Social, Courteous & Serious
- The 5 Key Tips on Becoming a Great Listener: Focus, Show, Eye, Mirror & Question
- Listening With Empathy and Logic

Exercise: Understand Listening vs Hearing

Module 3: Developing Positive Verbal Communication

- Recognizing the Impact of Positive vs Negative Verbal Communication
- Developing Influential Verbal Communication to Generate Positive Reactions

Exercise: Describe How You Feel, Describe Other People, Encourage Others, Outline Plans to Others

Exercise: Expressing your thoughts and ideas articulately and with interest to the listeners

Module 4: Developing Effective Questioning Skills

- The Definition and Purpose of Questions
- Exercise: Understand The 3 Essential Types of Questions: Open, Closed & Split*

- Understanding the 4 Types of Good & Bad Questions Types

Exercise: Develop Good Questions to Achieve Communication Objectives

Module 5: Developing Effective Nonverbal Communication Skills

- The 3 Key Areas of Nonverbal Communication Skills to Create A Positive First Impression: Appearance, Body Language & Voice

Exercise: Develop the 3 Key Areas of Body Language: Personal Space, Handshake, Body Posture

Module 6: Understanding Interpersonal Roles & Personality Profiles

- Understanding the 4 Personality Profiles That Communicate Differently: Learning to Manage Communication Conflict and Leverage on Personality Profiles to Better Enhance Interpersonal Relationships

Exercise: Discovering Your Personality – An Assessment

Exercise: Strategies to Deal with Personalities – The Jungle Survival

Program Facilitator

Jayanth Kumar (Jay)

Jay advocates that an "unexamined life, is a life not worth living" – Socrates. Hailing from a state famous for its food, Jay picked up Hokkien while growing up, apart from other languages he speaks. He is a sought after consultant and trainer in Customer Experience, leadership Management, Communication and Organizational Culture Development programs. Jay has innate drives to coach and develop human capital globally to achieve their highest potential through competency based training and behavioral development. Hence, he has consulted and trained various industry players throughout Malaysia and Singapore in quality performance management, customer advocacy management, customer quality management, managerial and leadership skills, customer service skills, communication skills and various soft-skill programs.

Jay is qualified with a Diploma in Computer Studies and Business from the National Center of Computers (NCC) from the United Kingdom and attained a Bachelor of Science in Psychology and Communication from Upper Iowa University in the United States. He was a leader in various fraternities and organizations while working with the university as well. He is a certified professional trainer under ARTDO International and is currently pursuing his Masters in Organizational Psychology.

Jay has 18 years of work experience in various industries throughout Malaysia, he strongly believes that developing human capital in the area of service is the key fundamental aspect of any successful business and that service itself needs to grow towards the higher expectations and consumer experience in current competitive industries. He started out his career in the service industry, managing reputable restaurants in Penang. He was in hotel management when he first came to KL, and later joined a contact centre of a multinational company for 8 years that provides IT solutions for corporate and consumer customers globally. Jay has developed various competency framework management and training development program in customer service, customer experience and performance leadership management in which Jay has his niche in. Having experience being in operations, management and consultation, he is able to relate to current people development issues and challenges faced by the many organizations. In addition to that, Jay also has a few years of experience in sales and marketing, advertising, public relations consultation and as a Training Manager for a facilities management company.

Within his years of experience, he has successfully executed different ad-hoc projects, such as developing high service standards for service industries, quality process improvements, human resource management, recruitment management, talent development framework, mystery shopping, producing and conducting major corporate events and team-buildings for reputable companies, making him versatile, adaptable and experienced in delivering quality training for his clients. Jay has helped trained in-house specialized industries, reputable multi-national, government-linked and local companies such as F-Secure Corporation, IBM, HILTI Asia, Hewlett-Packard, Celcom Axiata, Telekom Malaysia, POS Malaysia, DXC Technology, VADS, Singtel, OPTUS (Australia), ASTRO, DHL, Kraiburg TPE, A&H Meyer, DRB-HICOM, Penang Skills and Development Centre (PSDC), SP Setia, Tropicana Corporation, CITY Facilities Management, SPR Energy (Sabah), Big Dutchman, Jotun Malaysia, GBA Corporation, SNE Marketing, IPG Mediabrands, AXA Assistance IPA (Singapore), Tenaga Nasional Berhad, Jabatan Bekalan Air Malaysia, Institut Jantung Negara, Ministry of Health Malaysia, Novotech Clinical Research, Syarikat Suruhanjaya Malaysia, Khazanah Nasional, Malaysia Airports Holdings Berhad, B Braun, Watson's Malaysia, Tesco Malaysia, Johnson & Johnson, Mydin Stores, Stemlife Malaysia, Danone Dumex, Seri Pacific Hotel, PNB Darby Park Suites, Meliã Kuala Lumpur Hotel, Eastern & Oriental Hotel, Lone Pine Hotel, MiCasa All Suite Hotel, MyClear, SWIFT, AKPK, Standard Chartered Bank, Hong Leong Bank, Am Bank, United Overseas Bank, Bank Rakyat, Bank Islam, SME Bank, Kenanga Investment Bank, Merchante and lots more.

Jay's conviction in training is when skills and knowledge that are planted and cultivated with new learning experiences can never return to old measured expectations.

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Companies that have attended “Effective Communication @ Work Workshop” public workshop since 2010

Ajinomoto (Malaysian) Berhad	International Enterprise Singapore	PLUS Helicopter Service Sdn Bhd
A.P.lforte Sdn Bhd	IPI Sdn Bhd	Prometric Technology Sdn Bhd
Bank Islam (M) Sdn Bhd	Jabatan Pendaftaran Negara	Ranhill Water Services Sdn Bhd
Bank Negara Malaysia	Jabatan Perkhidmatan Awam Malaysia	Ricoh Malaysia Sdn Bhd
Bank Rakyat	Jardine Onesolution (2001) Sdn Bhd	Sam Media Sdn Bhd
BASF (Malaysia) Sdn. Bhd.	Johnson Control (M) Sdn Bhd	Sarawak Shell Berhad
Chemtube (M) Sdn Bhd	Jotun Paints (M) Sdn Bhd	SAS Institute Sdn Bhd
CMM Perniagaan Sdn Bhd	Khazanah Nasional Berhad	Schaeffler Bearings (M) Sdn Bhd
CSC Malaysia	Kumpulan Wang Simpanan Pekerja (KWSP)	Selia Ekuiti Sdn Bhd
Danone Dumex (Malaysia) Sdn Bhd	Labuan Reinsurance (L) Ltd	SME Corp Malaysia
DHL Express (Malaysia) Sdn Bhd	LF Logistics Services (M) Sdn Bhd	SRG Asia Pacific Sdn Bhd
DHL Information Services (Asia Pacific)	Malene Insurance brokers Sdn Bhd	Sunway Resort Hotel & Spa
DKSH Corporate Shared Services Center	Manpower Staffing Services (M) Sdn Bhd	Suzuki Malaysia Automobile Sdn Bhd
ELKEN Sdn Bhd	Mary Kay (Malaysia) Sdn Bhd	Syarikat Takaful Malaysia Berhad
ERL Maintenance Support Sdn Bhd	Merck Sharp & Dohme (Malaysia) Sdn Bhd	Tanjung Kapal Services Sdn Bhd
Fibertex Nonwovens	Multimedia Development Corporation Sdn Bhd	Tanjung Offshore
FlyFirefly Sdn Bhd	Pacific Mutual Fund Berhad	UEDA Plating (M) Sdn. Bhd.
Fuji Xerox Asia Pacific Pte Ltd	Palm Oleo	UEM Land Berhad
Genting Information Knowledge Enterprise	Perodua Manufacturing Sdn Bhd	Viewpoint Research Corporation
Institut Jantung Negara (IJN)		Weir Minerals Malaysia
Innovation Associates Consulting Sdn Bhd		WWF Malaysia
Integrated Well Services Sdn Bhd		XYLOG Computer Systems Sdn Bhd

Participants' Feedbacks

“Interesting workshop, activities was fun and provide good examples and activities to emphasize on topics”

- Senior Business Analyst, Ricoh Malaysia Sdn Bhd

“Loved this program”

-Management Trainee, Multimedia Development Corporation Sdn Bhd

“Feeling more confident after meets all the requirement from the facilitator”

- Manpower Staffing Services (M) Sdn Bhd

“The trainers knows their work very well”

- Head of Graphic Design, Sam Media Sdn Bhd

“I would love to attend any other workshop by the facilitator. Facilitators were very helpful and good at engaging the participants. I enjoyed the session. Not boring”

14th
SESSION SINCE
2010!

97%
Score on Trainer's
Feedback – Last
Session
(April 2017)

121
Numbers of
participants that have
joined this course
(public workshop)
since 2010

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To Register or For More
Information

Kindly call **03-7728 2623** or
email to **info@atcen.com**
www.atcen.com