



EFFECTIVE COMMUNICATION @ WORK

ATCENSM

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Date : 21st – 22nd May 2018

Venue : ATCEN Learning Centre, Damansara Perdana

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?

- Junior 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:

ATCENSM

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 it's dynamics
- The factors that contributes 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

Loshini Priyaa A/P Rajangeran

Loshini acquired her Bachelors of English language in Linguistics and Literature with a minor in Mass Communication from Universiti Tunku Abdul Rahman. Prior to her undergraduate studies, Loshini has completed her college education with a Diploma in Pharmacy at Masterskill Global College.

She has worked in various fields before embarking on the pathway of training and development. She has served in fields like food and beverages, involved in marketing activities, product merchandising, sales and last but not least, recent engagement in customer service field for a Singapore-based market.

Over the years, Loshini has actively participated and organised events that have carved the pathway for her to gain insights into the needs of having the best communication and negotiations skills to accomplish tasks. She has participated in debate, drama and elocution competitions from school to inter - clubs and inter - varsity levels to national levels. She also holds a 1st-degree black belt in Tae Kwon Do and has organised championships for district levels.

During her time in University, she has participated in training camps to teach and enhance students' language skills particularly in English. She has organised debate workshops for secondary students to improve their argumentative skills. She has been the secretary for English language society throughout her college and university time, thus has great passion and love for English as a language.

Some of the companies that Loshini has worked over the years are McDonald's, Sai Baba Mercy Home, Taman Desa Medical Centre, Hosp. Bahagia Ulu Kinta, Maxcare Telecommunication Sdn. Bhd., Health Point Pharmacy, Penang Adventist Hospital, Pelangi Publishing Group and Aegis BPO Sdn. Bhd.

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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”

-Graphic Designer, 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

To Register or For More
Information

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