



# EFFECTIVE COMMUNICATION @ WORK

## ATCEN

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**Date : 12<sup>th</sup> – 13<sup>th</sup> November 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:**

## ATCEN

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*

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## 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.

## Program Facilitator

### Lai Jun Leong (JL Lai)

#### Certified Trainer (HRDF)

Lai Jun Lai (JL) has been involved in people development field for more than five years transforming every youth that he crosses path with, into young leaders. JL is also a certified trainer by Human Resource Development Fund (HRDF).

JL started off early in secondary school conducting and facilitating several teambuilding programs. Furthering his passion at tertiary level, JL was the president of Millionaire Business School for the year 2013, 2014 and 2016. The Business school specializes in providing Finance and Business education services and organizing Business events. JL was involved in sales while simultaneously trained, guided and coached his team members for four years in the organization.

Throughout his term as the president, JL organized 'Business Festival' for three consecutive years since 2014 till 2016 and 'GET RICH through Business Investment' program for 2015 and 2016. JL worked on conferences such as "Human Capital Development Conference 2017" and "Asia Human Capital Development Conference 2018" and projects for clients from Multinational Corporation and Small and Medium Business enterprises even before graduating from college.

In the corporate world, JL was involved heavily in Business Development field and managed large scaled projects with Telekom Malaysia, Hong Leong Bank, and SP Setia for customer experience and leadership programs. He worked with Maxis on "Sales and Leadership Development" programs for their small & medium business division and a lot more. He is also one of the leading Mandarin/ Cantonese speaking trainers.

Some of the companies that JL has worked with include AmBank, AON Insurance Brokers (M) Sdn Bhd, BD Agriculture Sdn Bhd, Bemis Asia Pacific Sdn. Bhd., Bonuslink, Danone, DHL Express Bhd, Dumex, Felda D'Saji Sdn. Bhd., Grand Flo Berhad, Hilti Asia IT Services Sdn. Bhd, Hong Leong Bank Berhad, Hua Yang Berhad, IOI Corporation Berhad, Johnson Controls (M) Sdn. Bhd., Kenanga Investment Bank Berhad, LB Aluminium Bhd., Maxis Berhad Millionaire Business School, Mitsui Sumitomo Insurance Group, PORTMAN College, SP Setia Berhad, SWIFT, Telekom Malaysia, Time software and UOA Development Berhad.

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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”*

**15th**  
**SESSION SINCE**  
**2010!**

**97%**  
**Score on Trainer's**  
**Feedback – Last**  
**Session**  
**(August 2018)**

**127**  
**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](mailto:info@atcen.com)**  
**www.atcen.com**