



Effective Communication Skills at Workplace

January 23-24, 2019 | 9.00am - 5.00pm | Shah Alam Convention Centre

FACILITATOR

Nagappan is an enthusiastic and dynamic trainer, consultant, author and a motivational speaker. He has trained an extensive number of business and technical professionals, lecturers, students, and parents on a variety of areas. His personal mission is to train, educate, motivate and empower individuals, teams and organisations in achieving excellence. Nagappan's training specialty includes a wide spectrum of soft skills. He is the author of the book **"The Negotiating Edge: Strategies to create a win-win outcome."** He has more than 23 years of hands-on experience in education and training, most of which have been spent on "people development". He had served as the Group Training Manager for several well-diversified public-listed manufacturing and service companies in Malaysia, where his focus were on personal, professional and organisational development training. Besides that, he has held the position of Director of Studies for a leading IT educational institution in Malaysia. Nagappan had obtained his Bachelor of Science (BSc) in Management and Information Technology from the United States (USA) and a MBA from Charles Sturt University (Australia). In addition, he had also undergone a practitioner certification training in NLP (Neuro-Linguistic Programming), a modern communication psychology certification, in Australia. He actively uses the concepts of NLP (Neuro Linguistic Programming) and ALP (Accelerated Learning Principles) in all training programmes that he conducts to enhance the learning outcomes and effectiveness among the participants. He is also a Certified Facilitator for SDI (Strengths Deployment Inventory), USA. Nagappan is a Certified Facilitator with Development Dimensions International (USA) and a Certified Trainer for Manulife's Change Management Workshop (Global Version). As a Certified Trainer by the Human Resource Development Board of Malaysia (HRDF) and a Certified NLP Practitioner with the IANLP (International Association of NLP, Australia), Nagappan has conducted numerous training programmes on personal, professional and organisational development in Malaysia, Indonesia, Thailand, Myanmar, Singapore, and Brunei.

WHO SHOULD ATTEND

Executives, Supervisors and others

IN-HOUSE TRAINING AVAILABLE

Registration is on a first-come first-served basis. Cheques made in favour of the "FMM Institute" should be forwarded one week before the commencement of the programme. Completed registration form, that is faxed, mailed or e-mailed to FMM Institute, would be deemed as confirmed.

All cancellations must be made in writing. There will be no charge for cancellation received 14 or more working days before the start of the programme. Cancellation received 7 – 14 working days before the start of the programme is subject to a cancellation fee of 50% of the course fees. Cancellation received 6 working days and below before the start of the programme is subject to a cancellation fee of 100% of the course fees. If the participant fails to attend the programme, the full course fees are payable. However, replacement can be accepted at no additional cost.

The FMM Institute reserves the right to change the facilitator, reschedule or cancel the programme and all efforts will be taken to inform participants of the changes. Should the programme be cancelled or postponed, FMM Institute is not responsible for covering airfare, hotel or other travel costs incurred by the participants.

OBJECTIVES

- Understand the importance of effective interpersonal skills at workplace
- Sharpen their current interpersonal skills when dealing with others during face-to-face encounters
- Learn various personality types and suit one's communication strategy with them so as to maximise the outcomes
- Enhance interpersonal interactions with individuals, small groups and even customers
- Carry-out self assessment on current interpersonal effectiveness and propose ways to enhance them

CONTENTS

- Importance of Communication Skills
- Interpersonal Communication Skills Basics 360 Degrees Communication
- Behavioural Elements & Interpersonal Skills
- Verbal and Non-Verbal Skills
- Handling Interpersonal Communication Breakdown
- Communication With Difficult People
- Personal Action Plan

ADMINISTRATIVE DETAILS

Dates : **January 23 - 24, 2019**

Time : 9.00 am – 5.00 pm

Venue : **Shah Alam Convention Centre**

No. 4 Jalan Perbadanan 14/9

40000 Shah Alam, Selangor Darul Ehsan

Fees : FMM Members – RM 1,300 per participant

Non Members – RM1,600 per participant

(Fees include course materials, Certificate of Attendance, lunch and refreshments)

*** Enjoy 10% for registration of two (2) and 20% discount for registration of three (3) or more participants from the same organisation and of the same billing source.**

For further enquiries, please contact:

Siti Nazihah / Azrini

FMM Institute

Tel: 03-62867200 Fax: 03-62776712

Email: training@fmm.org.my

Visit us at: www.fmm.edu.my

REGISTRATION FORM

Effective Communication Skills at Workplace

January 23 - 24, 2019 (Wednesday - Thursday)

Shah Alam Convention Centre

The Manager
FMM Institute
Tel: 03-62867200
Fax: 03-62776712

Please tick (✓) accordingly:
PSMB Scheme: SBL Non Contributor
Require vegetarian meal: Yes No

Dear Madam,
Please register the following participant(s) for the above programme:
(To be completed in **BLOCK LETTERS**)

1. **Name** **Designation** **E-mail**

Nationality **IC No.**

2. **Name** **Designation** **E-mail**

Nationality **IC No.**

3. **Name** **Designation** **E-mail**

Nationality **IC No.**

(If space is insufficient, please attach a separate list)

Enclosed cheque/bank draft No. _____ for RM _____

being payment for _____ participant(s) made in favour of the "FMM Institute".

Submitted by:

Name: _____

Designation: _____ E-mail: _____

Company: _____ FMM Membership No.: _____

Address: _____

Tel No.: _____ Fax No.: _____ Date: _____

My Corporate Identity No.: _____