

**~ REGISTRATION FORM ~**

**PRESENTATION AND COMMUNICATION SKILLS**

**APRIL 9 - 10, 2013 (TUE & WED) ~ FMM INSTITUTE EASTERN BRANCH ~**

PSMB Scheme (Please tick (✓) at the appropriate box below.)

SBL     Non-contributor     Others, please specify: \_\_\_\_\_

Dear Sir / Madam,

Please register the following participant(s) for the above programme(s).

(To be completed in BLOCK LETTER.)

1. Name : \_\_\_\_\_

I / C No. : \_\_\_\_\_

Designation : \_\_\_\_\_

2. Name : \_\_\_\_\_

I / C No. : \_\_\_\_\_

Designation : \_\_\_\_\_

(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 : \_\_\_\_\_

Company : \_\_\_\_\_

Address : \_\_\_\_\_

Tel No. : \_\_\_\_\_ Company's Stamp: \_\_\_\_\_

Fax No. : \_\_\_\_\_

E-mail : \_\_\_\_\_

PSMB Employer Code No.: \_\_\_\_\_

FMM Membership No.: \_\_\_\_\_

**ADMINISTRATION DETAILS**

**Registration:**

- Registration is on a first-come-first-served basis.
- Completed registration form, that is faxed, mailed or e-mailed to FMM Institute, would be deemed as confirmed.
- Upon sending the completed registration form, you are deemed to have read and accepted the terms and conditions.

**Payment:**

- All fees for public programmes include course materials, lunch, refreshments and Certificate of Attendance.
- Training fees or cheques made in favour of the "FMM Institute" should be forwarded a week before the commencement of each programme.

**Cancellation:**

- Must be writing with reasons.
- 10 days before the programme – No payment charged.
- 5 – 9 days before the programme – 50% payment charged.
- < 5 days before the programme – Full payment charged.
- Participants who didn't turn up will be charged full payment.
- Replacement can be accepted at no additional cost.

**Disclaimer:**

- The FMM Institute reserves the right to change the facilitator, date and to cancel or reschedule the programme should unavoidable circumstances arise.
- All efforts will be taken to inform companies or participants of the changes.

*For further enquiries, please contact us:*

**Ms Wani**

**FMM Institute Eastern Branch**

**Tel: 09-5156857 / 6858    Fax: 09-5156855**

**E-mail: fmmeastern@fmm.org.my**



**FMM INSTITUTE EASTERN BRANCH (475427-W)**

B-8014, 2<sup>nd</sup> Floor, Sri Kuantan Square, Jalan Telok Sisek, 25000 Kuantan, Pahang Darul Makmur.

Tel: 09-5156857 / 6858

Fax: 09-5156855

E-mail: fmmeastern@fmm.org.my

Website: www.fmm.org.my



**FMM INSTITUTE (475427-W)**

*Centre for Professional Development*

# PRESENTATION AND COMMUNICATION SKILLS

## APRIL 9 - 10, 2013 (TUE & WED)

**NEW**

**SBL Scheme  
100% Reimbursement**





**NEW**

## PRESENTATION AND COMMUNICATION SKILLS

### INTRODUCTION

This is the Age of Communication. From “objectives” and “bottom lines” to “body language” and “arts of humour”, the amazing channels of communication unveil the opportunities of better understanding and cooperation amongst mankind. More meaningfully, the arts of effective communication skills enable us to find a common ground and a middle path, to turn enemies into friends, competitors into partners, hence reach the destiny of win-win situation, without any losers but only winners and brighter future!

### CONTENTS

**Is Communication Really That Important?**

**Communication is the Main Ingredient in Service Culture**

#### Presentation Skills

- Pre-presentation planning
- Know your audience
- Regarding activities and games
- Presentation planning sheet
- Psychological preparation
- The 3 presentation essentials
- Effective presentation skills
- Case study
- Improve your handouts
- PowerPoint made perfect
- Involve audience
- Ending with a splash!
- Learning from Steve Jobs

#### Group Presentation Project

#### Communication Skills

- Obstacles in communication
- Psychologies in communication
- Communication in the office
- Communication effectively as a leader
- How to shine in the workplace?
- Be a good listener
- Nonverbal cues speak volumes
- Obama vs Bush
- Improve your non-verbal skills
- The amazing power of human relations
- Arts of criticism
- The magical power of smiles
- Increase your competitive edge
- Communication is the way to teamwork
- Open the window to your heart

### OBJECTIVES

This course will further improve the participants’ presentation abilities; it will also focus on effective and creative communication skills with aims for one to build greater interpersonal relationships, to enhance job performance, and to become a better communicator.

### FACILITATOR

**Ms Amy Wan-Ratos** has been a trainer for more than twenty years. She holds a Masters in Training and Human Resource Development (M. Training & HRD) from Leicester University, UK and a Bachelor of Science from Campbell University, North Carolina, USA. Her corporate experience in Japanese and American firms instilled a fierce determination and paradigm that we are all born to win! Having been through transformational stages in these firms, Amy was totally involved in motivating the workforce to accept and adapt to changes, cultural shocks and breakthrough goals. In Sony, she set up the pioneering training team that was awarded recognition from the HQ. In Xerox, she managed the customer satisfaction program which was awarded the Malcolm Baldrige Award.

Amy has facilitated many workshops in Malaysia, Philippines, Taiwan, Indonesia, Canada and the USA that include leadership, adventure learning, assertive communication, personal realisation and awareness, performance appraisal, customer satisfaction, counseling, EQ, trust and confidence and public speaking skills.

Amy is certified and licensed by 6 Seconds (USA) to conduct their EQ workshops. She is also a Master Trainer of the Integrative Learning System in Asia, responsible for continuous research and certification of facilitators. An articulate and fluent speaker, Amy has been the winner of national and international speech contests.

### WHO SHOULD ATTEND

Management personnel, executives, supervisors, manufacturing / service staff and those who want to enhance their presentation and communication skills as well as to further improve interpersonal relationships.

This Course Can Be Conducted As  
An In-house/In-plant Course

For further enquiries, please contact us:

**Ms Wani**

**FMM Institute Eastern Branch**

B-8014, 2<sup>nd</sup> Floor, Sri Kuantan Square, Jalan Telok Sisek, 25000 Kuantan, Pahang Darul Makmur.

Tel: 09-5156857 / 6858 Fax: 09-5156855 E-mail: [fmmeastern@fmm.org.my](mailto:fmmeastern@fmm.org.my)

### ADMINISTRATIVE DETAILS

**Date : April 9 – 10, 2013 (Tuesday & Wednesday)**

**Time : 8.45 am – 5.00 pm**

**Venue : FMM Institute Eastern Branch, B-8014, 2<sup>nd</sup> Floor, Sri Kuantan Square, Jalan Telok Sisek, Kuantan, Pahang Darul Makmur.**

**Fees : RM 700 (FMM Members) / RM 850 (others) per participant**

**PSMB Scheme : SBL**

**Medium of Instruction : English**

**Closing Date : April 2, 2013**

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