



Online Training

Improving Interdepartmental Communication

Administrative Details

Date	: 8 – 9 August 2022 (Mon-Tue)
Time	: Day 1 (9:00 am – 5:00 pm) Day 2 (9:00 pm – 5:00 pm)
Venue	: Remote Online Training via “ZOOM”
Fees	: RM 1,007.00 (FMM Member) RM 1,113.00 (Non member) <i>The fee inclusive Service Tax at 6%</i>
Contact Persons & Email	: Ms. Sabrina (sabrina@fmm.org.my) Pn. Astri (astri@fmm.org.my) En. Omar (omar@fmm.org.my) Ms. Jessica (jessica@fmm.org.my)
Closing Date	: 25 July 2022
SBL-Khas code no.	:
Training Provider	: FMM Institute Johor MYCOID: 475427W_JOHOR

Let's be frank: accounts, engineering, marketing, and sales all often have a hard time understanding one another, even if they “get along” just fine.

Working in a particular profession, you get trained to think, analyze and operate in a particular way. Many times, those same attitudes and procedures that work so well for you may be different to how your colleagues in other departments function. In a busy, complex and frequently changing work environment, most people are just not aware that their colleagues are looking at a different landscape. This creates friction between departments and strains communication.

COURSE CONTENTS

COMMUNICATION PROBLEMS

- Personal conflicts and styles
- It is not part of SOP
- Stereotyping and labelling
- Blaming habit

REMOVE THE SILO MENTALITY

- We are the Company, not enemies
- Breaking down egos
- Removing territories
- Smashing urban legends and myths

INITIATION OF INTERDEPARTMENTAL COMMUNICATION

- Make it SOP for information flow
- Entrench as new policy
- No excuses are accepted
- Create your communication chart

STYLES OF COMMUNICATION

- Golden Rule for leaders
- Three styles of communication
- Pros and cons of each styles
- How to handle passive aggression

ANALYSIS OF YOUR COMMUNICATION STYLE

- Self assessed questionnaire
- Analysis of your main styles
- Key to working with others
- How to adapt to others

ASSERTIVE COMMUNICATION

- Say what you mean, mean what you say
- Say systematically, say confidently
- Complete and timely conversations
- Projecting trust

EFFECTIVE LISTENING AND QUESTIONING SKILLS

- BUILD system for effective listening
- Empathic listening to understand another person's perspectives
- Solutions focused questioning to obtain results
- Turning poor questions to your advantage

BUILDING TRUST IN THE WORKPLACE

- Removing excuses and ‘reasons’
- Trust, integrity and responsibility
- Creating choice of shared values
- Overcoming personal barriers towards greater organisation synergy

OBJECTIVES

This 2 day seminar will help participants to :

- Understand the sources and the causes of interdepartmental conflicts
- Take the responsibility to lead corrective measures
- Build confidence in leading people in doing what should be done and not what they like done
- Apply the behavioural skills of improving interdepartmental communication using the appropriate verbal and non-verbal skills
- Build 3 levels of assertive communication skills to help achieve the above
- Understand the paradigm of communication in conflict

Methodology: Throughout the workshop, there is a mix of lectures, role plays and activities, using the Integrative Learning System (ILS) approach to internalize the learnings of the workshop. Technologies used will include Multiple Intelligences, Interactive Learning and the Dunn & Dunn's Learning Styles. EQ (Emotional Intelligence) will be emphasized here.



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WHO SHOULD ATTEND

All levels of employees.

FACILITATOR - Irene Choong is a holder of Bachelor of Arts (Hons.) degree from the University Malaya and accumulated wide experience in management, education, corporate communications, sales and marketing. Irene was a Manager with an Education Consultancy firm responsible for developing marketing and advertising programme of America, Australia the United Kingdom and Switzerland. Enthusiastic and lively, Irene believes that every human being possesses his/her own unique abilities and has the potential to succeed. Irene has facilitated workshops for 16 years for corporate organizations that include leadership, coaching, customer service, assertive communication, teambuilding, personnel discovery & empowerment, confidence and public speaking skills. She also facilitates workshops & talks for Toastmasters, MIM, Corporate Managers Conferences Secretaries.

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Time : **9.00am - 5.00pm**

Venue : **Remote Online Training**

Platform: **ZOOM**

SBL-Khas code no.:

Fees

FMM Member : **RM 1,007.00 (FMM Member)**

RM 1,113.00 (Others)

The fee inclusive Service Tax at 6% (SST Number : W10-1901-32000105)
(Fees include course material, lunch, refreshments & Certificate of Attendance)

Medium of Instruction : English/ Malay

Closing Date : **25 July 2022**

Administrative Details

Registration

- Upon Faxing/Mailing the completed Registration Form to FMM Institute, you are deemed to have read and accepted the terms and conditions. The course would also be deemed as confirmed unless informed otherwise.

Payment

- Cheques made in favour of "FMM Institute" should be forwarded a week before the commencement of each programme
- For SBL-Khas Scheme, an Attendance of 100% is a must, in any case, employers will be billed in full.

Cancellation

- Must be in Writing with Reasons
- 7 days before the course – No payment charged
- 3 – 6 days before the course - 50% payment charged
- < 3 days before the course – Full payment charged
- Participants who did not turn-up will be charged full payment
- Replacements can be accepted at no additional cost

For further enquiries, please contact.

FMM Institute Johor Branch

Ms. Sabrina / Pn. Astri / En. Omar / Ms. Jessica

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REGISTRATION FORM

Dear Sir,

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

1 *Name : _____

*IC No. : _____

*Designation : _____

*Email : _____

2 *Name : _____

*IC No. : _____

*Designation : _____

*Email : _____

** Required information*

Submitted by:

Name : _____

Designation : _____

Company : _____

Address : _____

: _____

: _____

Tel & Fax No. : (T) _____ (F) _____

Email : _____

Please tick (✓) accordingly:

We will be **claim under SBL-Khas Scheme** and full payment would be made to FMM Institute in the event that no disbursement from HRDF under any circumstances

We will **NOT BE CLAIMING Under SBL-Khas Scheme**.

Enclosed cheque No. _____ for RM _____

being payment for _____ participant(s) made in favour

of the "FMM Institute" should be forwarded to the

Secretariat **before 8 August 2022**