

~ REGISTRATION FORM ~



**EFFECTIVE COMMUNICATION SKILLS AT THE WORKPLACE
JULY 10 - 11, 2013 (WED & THU) ~ 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)

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E-mail: fmmeastern@fmm.org.my

Website: www.fmm.org.my

SMEs SKILLS UPGRADING PROGRAMME
Enjoy 70% Skills Upgrading Grant for Training!
This programme is also offered under SMEs SKILLS UPGRADING PROGRAMME for eligible SMEs.
Fees: RM 285 (70% grant) / RM 950 (before grant) per participant

**EFFECTIVE
COMMUNICATION SKILLS
AT THE WORKPLACE**
**JULY 10 - 11, 2013
(WED & THU)**

**SBL Scheme
100% Reimbursement**





EFFECTIVE COMMUNICATION SKILLS AT THE WORKPLACE

INTRODUCTION

Communication skills are one of the most important skills in the modern workplace. Communication skills help us to interact more effectively with colleagues at all levels of the organisation; this requires a complex mix of skill and style and an ability to adapt to different personality types. To establish and promote a particular view or idea, or to communicate an unpopular message, requires confidence and empathy. To consistently achieve successful outcomes, it is necessary to have an in-depth understanding of what really happens during the process of communication. This course introduces participants to the fundamental dynamics of high impact communication. Effective communication is a critical element of successful supervision and leadership.

CONTENTS

What is Professional Communication?
What is a Skilled Communicator?
Communication Barriers
Remembering Names
Developing the Appropriate Environment
Using Your Body Language for Impact
Building High Impact Messages
The Power of Positive Language
Gaining the Confidence of Others
Listening Skills
From Impact to Actions
Creating Positive Outcomes
The Ten Commandments of Positive Relationships
Self-awareness
The Johari Window?
Five Approaches to Relationships
Assertive Formula

OBJECTIVES

At the end of the programme, participants should be able to:

- identify communication problems that may be holding you back;
- develop skills in asking questions that give you information you need;
- learn what your non-verbal messages are telling others;

- develop skills in listening actively and empathetically to others;
- enhance your ability to handle difficult situations without being manipulated;
- identify behavioural style and its unique challenges;
- organise information in a clear and concise manner; and
- implement techniques for varying your vocal tones and body language.

FACILITATOR

Ms Leela Menon is an English Language expert with several years of training experience in this field. She has been in education for 23 years. She possesses a Masters in English as a Second Language (MESL). She has conducted English courses in various organisations such as New Straits Times Press, Sunway College, Bernama and Texcam-Pack. She was awarded the Excellent Service Award (2006) during her service as an educationist.

She has an in-depth knowledge necessary to respond to participants' needs and wants. Having worked with working adults of varying levels of English proficiency, she is a specialist in helping people grow and develop their potential, as well as getting them to put across their messages with impact. Leela is approachable in her ways and believes in the personal touch when delivering any training programmes. She strives to conduct innovative and results driven workshops to bring positive changes to individuals and their performance.

WHO SHOULD ATTEND

All levels of employees.

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

For further enquiries, please contact us:

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ADMINISTRATIVE DETAILS

Date : **July 10 – 11, 2013 (Wednesday & Thursday)**

Time : 8.45 am – 5.00 pm

Venue : FMM Eastern Branch, Sri Kuantan Square, Jln Teluk Sisek, Kuantan.

Fees : **RM 285 (70% grant) / RM 950 (before grant) per participant**

PSMB Scheme : SBL

Medium of Instruction : English

Closing Date : July 3, 2013

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