



# EFFECTIVE COMMUNICATION SKILLS AT WORKPLACE



Date: 22 March, 2021

Time: 9.00 am—5.00 pm

Venue: Remote Online Training

Platform : ZOOM

## INTRODUCTION

Overall effectiveness of an organization depends not only productivity figures, cost reduction and other managerial constructs, but should also be supported through excellent communication at the workplace. Equally true, the future profitability of the group will also be reflected in how effectively the group communicate.

Investment in communications will pay dividends now and well into the future, manifesting itself in bottom line profits supporting the Organisation for years to come.

## OBJECTIVES

- To understand the process of communication
- To enhance effectiveness of communication in the workplace
- To understand the assertive listening techniques
- To be aware the communication barriers



Participants will be able to:

- apply effective communication principles identify many forms of non-verbal communication
- speak confidently to a group of people
- utilize the listening skill to enhance communication
- develop and maintain effective workplace communication
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## COURSE CONTENTS

- The Communication Process
- Verbal Communication
- Non-verbal Communication
- Assertive Listening
- Communication in the Workplace
- Levels
- Barriers
- Workplace Relations and Communication
- Exercise



**PARTICIPATION FEES**

**Members: RM 455.80 /participant**

**Non-Members: RM 498.20/participant**

*(Fee inclusive of service tax at 6%)*

SST No. : W10-1901-32000105

Closing Date  
**17 March,  
2021**

**WHO SHOULD ATTEND**

Staff who need to enhance their communication skills to maintain a conducive workplace .

**REGISTRATION**

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. Certificate will be issued upon full payment.

**REPLACEMENT / CANCELLATION**

All cancellations must be made in writing. There will be no charge for cancellation received 10 or more working days before the start of the programme. Cancellation received 6 – 9 working days before the start of the programme is subject to a cancellation fee of 50% of the course fees. **Cancellation received 5 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.

For further enquiries kindly contact:  
**Haslinda : haslinda@fmm.org.my**  
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**FMM NS : fmmsembilan@fmm.org.my**  
**Tel: 06-6031616 / 26 / 27**  
**Fax: 06– 603 1628**

**TRAINER**

**Dr. Ahmad Fauzi** is a full time trainer. He has worked in large multi-national organisations as well as local conglomerates for over 23 years. He graduated with a Ph.D from Universiti Putra Malaysia, an MBA from Universiti Sains Malaysia as well as a Bachelor's degree in Applied Science (Applied Chemistry) from Western Australia. He has worked in various functional areas from Sales, Human Resources, Training & Development, Business Development and Customer Management. While working for these Organisations, he has trained many staffs on topics such as Performance Appraisal, Supervisory/ Executive Development Programs, Motivation, Communications, Time Management, Leadership and Quality Awareness. He began his teaching career as a part-time lecturer at UiTM, Shah Alam. During his career with various manufacturing operations, he also trained technicians and engineers on Quality, Productivity and Problem Solving through Root Cause Analysis. He also trained staffs from various organisations including SHELL, PETRONAS, TELEKOM Malaysia, Bank Negara, DELL, Nestle, SONY, Matsushita, Honda, SIRIM, Samsung, Indah Water Konsortium (IWK), Bank Negara as well as the Securities Commission.

**REGISTRATION FORM**

**FMM Institute Negeri Sembilan Branch Fax : 06-603 1628**

Attn : Cik Linda/ Pn Liza

Name

Designation

Email

- \_\_\_\_\_
- \_\_\_\_\_

**Payment** :Enclosed cheque/Bank Draft no . \_\_\_\_\_ for RM \_\_\_\_\_ being payment for \_\_\_\_\_ participant (s) made in favour of “**FMM Institute**”

**Submitted by :**

Please tick /

FMM Member

NON- Member

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

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

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

Tel : \_\_\_\_\_ Fax : \_\_\_\_\_ Email : \_\_\_\_\_ Membership No : \_\_\_\_\_

Company Stamp