



EFFECTIVE COMMUNICATION & INTERPERSONAL SKILLS

October 2-3, 2024 | FMM Eastern Branch



INTRODUCTION

Having effective communication and interpersonal skills at the workplace is very crucial to the organizational success. Effective communication and interpersonal skills build relationships at the workplace. With good relationships the environment is more conducive for organizational growth and progress.

OBJECTIVES

- To build self-awareness
- To communicate effectively with all levels
- To develop verbal communication skills
- To develop non-verbal communication skills
- To develop active listening skills
- To establish, maintain & enhance effective working relationships
- To use transactional analysis
- To manage personal emotions
- To manage conflicts effectively

BENEFITS

This is a comprehensive programme, which uses the psychological context. In this programme, verbal communication is, taught using the transactional analysis approach. How to enhance leadership communication, build active listening skills and using appropriate body language is also covered. Lots of self analysis are performed during class to create awareness in participants so that the participants realize their abilities at this point in time. Overall, participants will learn how to improve their verbal communication, listening skills and body language.

TARGET AUDIENCE

Managers, HODs, Executives, Officers, supervisors, middle management, any other staff who wants to improve their communication and interpersonal skills.

METHODOLOGY

60% facilitator presentation 40% practical workshops

- Presentation by facilitator
- Short exercises
- Group discussions
- Case studies
- Role play

TRAINER PROFILE

Dr Jasjit Kaur holds a PhD from USM, also possess an MBA (General Management) and a Bachelors Degree (Hons) in Business Administration, both from UUM and a Certificate in Personnel Management from MIPM. She has more than 20 years of experience; both in the manufacturing and service industry. She has held various positions such as Administration Manager, Assistant Director of Human Resources and Group Admin/HR Manager that covers the areas of human resources, store management, purchasing management, shipping and general administration.

Dr Jasjit has been a corporate trainer since 1994. She has conducted extensive Public and In-house training ranging from logistics management, inventories, purchasing management, warehouse management, human resources, counselling, motivation & team building, supervisory skills, office management and leadership skills to business communication. In her capacity as a Training Specialist, she has conducted training for all levels of staff. In the past, she has conducted Training Courses for PLUS, Teknik Jaya, Northern Steel, Mattel (M), LKT Ind, PGEO Group, Genting Sanyen, Nemic Lambda, Sanwa RC System, Kayaba Meiban, World Kitchen, Serba Wangi, Public Packages, AIMST, Shangri-la Hotel and she has also conducted training in Singapore, Penang, Kuala Lumpur and Johor. In addition, she is a certified Trainer for Development Dimension International's Recruitment Programme, a certified ISO 9002 Internal Auditor and a certified Verifier by the National Vocational Training Council.

FEES

Member : RM972.00

Non-Member : RM1,080.00

(inclusive 8% service tax)

For further details, please contact Ms. Wan Hui / Ms. Elly



09-515 6858 / 6857



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COURSE OUTLINE

8.45 AM

Registration

9.00 AM

UNIT 1: MY ATTITUDE, COMMUNICATION & RELATIONSHIPS

- How communication relates to my job
- Do I have the right approach towards interpersonal & work relationships?
- Are effective work relationships important?
- Internal and external customers linkage
- My attitude towards my internal customers
- My attitude towards my external customers

Exercise: short questions
Role play 1 & 2

10.30 AM

Morning Tea Break

10.45 AM

UNIT 2: INTERNAL COMMUNICATION

- Understanding communication
- What facilitates internal communication?
- What impedes internal communication?
- Types of communication
- Understanding basic human needs
- Understanding basic customer needs
- Core values to provide quality internal customer service

1.00 PM

Lunch

2.00 PM

UNIT 3: LEADERSHIP COMMUNICATION

- Connecting leadership and communication
- Leadership communication skills
- Projecting a positive leadership ethos

3.30 PM

Evening Tea Break

3.45 PM

UNIT 4: BASIC LISTENING SKILLS

- What is listening?
- Are you a good listener?
- Self-assessment
- Processes of listening
- Active listening
- 5 barriers to listening
- 11 bad habits
- Solution to effective active listening

5.00 PM

End of Programme Day 1

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COURSE OUTLINE

8.45 AM

Registration

9.00 AM

UNIT 5: INTRODUCTION TO HUMAN RELATIONS

- The nature, purpose and importance of Human Relations
- The forces influencing behavior at work
- Major themes in Human Relations
- Human Relations can make or break you
- Human Relations: Benefits to you

Group discussion: Benefits to you

10.30 AM

Morning Tea Break

10.45 AM

UNIT 6: LEARNING TO ACHIEVE EMOTIONAL CONTROL

- Introducing emotional control
- Conscious versus subconscious influences
- Transactional Analysis
- Achieving greater emotional control

Exercise: Transactional analysis
Case study 1, 2 & 3

1.00 PM

Lunch

2.00 PM

UNIT 7: VERBAL & NON-VERBAL SKILLS

- Verbal communication skills
- Courtesy words & behaviours
- Non verbal communication skills
- Using body language
- Understanding body language

Exercise: Facial expressions

3.30 PM

Evening Tea Break

3.45 PM

UNIT 8: Work relationships

- Manager-employee relationship
- Coworker relationship
- Conflict management
- Causes & overcoming conflict
- Behaviour related to handling conflict

5.00 PM

End of Programme Day 2

DAY 2





EFFECTIVE COMMUNICATION & INTERPERSONAL SKILLS

OCT 2-3, 2024 | 9:00AM - 5:00PM | TRAINING ROOM 1, FMM EASTERN

...ADMINISTRATIVE DETAILS...

HRD CORP CLAIMABLE COURSE DETAILS

- Training Provider : **FMM Institute Eastern**
- MyCoID : **475427W_EASTERN**
- HRD Corp Programme No : **Provided upon registration**

DISCLAIMER

The FMM Institute reserves the right to change the facilitator, date and to vary / cancel the course should unavoidable circumstances arise. All efforts will be taken to inform participants of the changes,

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.
- Will be based on First-Come-First served basis.

PAYMENT

- **Cheques** made in favour of "FMM Institute" should be forwarded to FMM Institute Eastern.
- For **HRD Corp claimable course**, an **attendance of 100% is a must**, in any case, **employers will be billed in full**.

Please tick accordingly:

- Fees: **FMM Member: RM 972.00/pax**
(inclusive of 8% Service Tax)
- Non Member: RM 1,080.00/pax**
(inclusive of 8% Service Tax)

- *Fees include course materials and Certificate of Attendance*

CANCELLATION

- Must be 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.

ENQUIRIES & REGISTRATION

Ms Wan Hui/ Ms Elly
Email : wanhui@fmm.org.my/norelysia@fmm.org.my
Tel: 09-515 6858 Fax: 09-515 6855

Closing Date
SEP 23, 2024

REGISTRATION FORM

Dear Sir / Madam, please register the following participant(s) for the above programme.

No	Name	Designation	I/C Number	Email	H/P No.
1.					
2.					
3.					

(Please attach a separate list if space is insufficient)

- We will **be claiming under HRD Corp Claimable Courses (SBL-Khas)** but full payment would be made to FMM Institute in the event that no disbursement from HRD CORP under any circumstances.
- We will **NOT BE CLAIMING under training grant from HRD Corp**. Payment will be made to account payee **FMM Institute** by cheque or bank transfer to **MAYBANK Account No. 5560-1106-3275**

Submitted by:

Name : _____ Designation: _____

Company : _____ FMM Membership No. : _____

Address : _____

Email : _____ Tel: _____ Fax: _____