

# EFFECTIVE COMMUNICATION @ WORK WORKSHOP

**Date** : 1<sup>st</sup> – 2<sup>nd</sup> August 2016  
**Venue** : Vistana Hotel, Kuala Lumpur

## Workshop Description

Communication @ Work is a two-day training workshop that assists you in expressing yourself more effectively to others. With enhanced communication skills, you will then have greater influence and appear more confident in front of others.

This highly practical and interactive course will be focusing on enhancing your verbal and non-verbal communication. This is to ultimately ensure that you are utilizing all possible channels of communication to transmit your message clearly and effectively. At the end of the workshop you will develop a greater flair in communicating and will learn how to use your own personal style for maximum effect.

## Workshop Learning Objectives

- Understand the process of effective communication;
- Able to Identify areas and situations when communication fails;
- Develop better verbal, listening, questioning skills;
- Develop persuasive communication skills;
- Develop nonverbal communication skills;
- Understand interpersonal communication roles & personality profiles.

## Who Should Attend?

- Managers
- Supervisors
- Team Leaders
- Executives
- Front Liners

### Workshop Chronology

0830	Registration
0900	Workshop Begin
1030 – 1045	Morning Break
1300 – 1400	Lunch
1530 – 1545	Afternoon Break
1700	End of Workshop

*Chronology applies for Day 1 and Day 2.*

**Facilitated & Marketed by:**

**ATCEN**<sup>SM</sup>

This training is **PSMB claimable**  
Subject to PSMB approval

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## Module Outline

### Module 1: Introduction to Effective Communication at Work

- Understand and Appreciate the Types of Communication: Human Communication and Group Communication
- The Communication Model and it's dynamics
- The factors that contributes to failed communication

### Module 2: Effective Listening Skills

- The Definition of Listening & The 4 Types of Listening: Active, Social, Courteous & Serious
- The 5 Key Tips on Becoming a Great Listener: Focus, Show, Eye, Mirror & Question
- Listening With Empathy and Logic

**Exercise: Understand Listening vs Hearing**

### Module 3: Developing Positive Verbal Communication

- Recognizing the Impact of Positive vs Negative Verbal Communication
- Developing Influential Verbal Communication to Generate Positive Reactions

**Exercise: Describe How You Feel, Describe Other People, Encourage Others, Outline Plans to Others**

**Exercise: Expressing your thoughts and Ideas articulately and with interest to the listeners**

### Module 4: Developing Effective Questioning Skills

- The Definition and Purpose of Questions
- Exercise: Understand The 3 Essential Types of Questions: Open, Closed & Split**
- Understanding the 4 Types of Good & Bad Questions Types
- Exercise: Develop Good Questions to Achieve Communication Objectives**

### Module 5: Developing Effective Nonverbal Communication Skills

- The 3 Key Areas of Nonverbal Communication Skills to Create A Positive First Impression: Appearance, Body Language & Voice

**Exercise: Develop the 3 Key Areas of Body Language: Personal Space, Handshake, Body Posture**

### Module 6: Understanding Interpersonal Roles & Personality Profiles

- Understanding the 4 Personality Profiles That Communicate Differently: Learning to Manage Communication Conflict and Leverage on Personality Profiles to Better Enhance Interpersonal Relationships

**Exercise: Discovering Your Personality – An Assessment**  
**Exercise: Strategies to Deal with Personalities – The Jungle Survival**

## Program Facilitator

### Jayanth Kumar (Jay)

Jay is a Training Consultant for ATCEN Sdn. Bhd. that is part of the ATCEN Group – The People Development Expert. He believes in the potential of people, and has an innate passion for the development of an individual in any environment.

Graduated with a Diploma in Computer Studies from the National Center of Computers (NCC) from the United Kingdom and attained honors in BSc in Psychology and Communication from Upper Iowa University in the United States. He is a certified professional trainer under ARTDO International. Jay has 13 years of actual work experience in different respective fields. 6 years of that in a multi-national company dealing with IT, 3 years in sales management for a hotel and the rest in the service industry. Within these years of experience, he has accomplished different ad-hoc projects, such as producing and conducting major corporate events and team-buildings, apart from just training making him very versatile, adaptable and experienced in known working environments. Jay has training experience with reputable multi-national and local companies such as F-Secure Corporation, DHL, Standard Chartered Bank, Celcom Axiata, My Clear, Hong Leong Bank, Telekom Malaysia, Taylors University, AmBank, A&H Meyer and Meliã Kuala Lumpur Hotel to name a few.

Jay is an inspirer, motivator and go-doer that is highly motivated in enhancing and developing skills in others. He has sufficient experience in IT technical skills as a support engineer and a trainer, at the same time experienced in the call center quality management, but most of all in Customer Experience. He also has a strong record in delivering sales targets, yet poised and competent in the service industry such as managing a customer service department with difficult customers or in the F&B industry. He has a passion for academics and skills improvement under creative proactive means. A trainer, coach, teacher or facilitator experienced in providing highly efficient customer service, leadership and presentation skills training over the years.

He has an ability to maintain a good sense of humor at the same time able to connect with participants. Jay is able to bring learning content to its mark and much capable of having fun while learning with all ages.

Jay lives by a quote from a classic Greek philosopher, Socrates that an “unexamined life, is a life not worth living”.

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## Companies that have attended “Effective Communication @ Work Workshop” public workshop since 2010

A.P.Iforte Sdn Bhd	Integrated Well Services Sdn Bhd	Prometric Technology Sdn Bhd
Bank Islam (M) Sdn Bhd	International Enterprise Singapore	Ranhill Water Services Sdn Bhd
Bank Rakyat	IPI Sdn Bhd	Ricoh Malaysia Sdn Bhd
BASF (Malaysia) Sdn. Bhd.	Jabatan Pendaftaran Negara	SAS Institute Sdn Bhd
Chemtube (M) Sdn Bhd	Jabatan Perkhidmatan Awam Malaysia	Schaeffler Bearings (M) Sdn Bhd
CMCM Perniagaan Sdn Bhd	Jardine Onesolution (2001) Sdn Bhd	Selia Ekuiti Sdn Bhd
CSC Malaysia	Johnson Control (M) Sdn Bhd	SME Corp Malaysia
DHL Express (Malaysia) Sdn Bhd	Khazanah Nasional Bhd	SRG Asia Pacific Sdn Bhd
DHL Information Services (Asia Pacific) Sdn Bhd	Kumpulan Wang Simpanan Pekerja (KWSP)	Sunway Resort Hotel & Spa
DKSH Corporate Shared Services Center Sdn Bhd	Labuan Reinsurance (L) Ltd	Suzuki Malaysia Automobile Sdn Bhd
ERL Maintenance Support Sdn Bhd	LF Logistics Services (M) Sdn Bhd	Syarikat Takaful Malaysia Berhad
Fibertex Nonwovens	Manpower Staffing Services (M) Sdn Bhd	Tanjung Kapal Services Sdn Bhd
Fuji Xerox Asia Pacific Pte Ltd	Mary Kay (Malaysia) Sdn Bhd	Tanjung Offshore
Genting Information Knowledge Enterprise Sdn Bhd	Multimedia Development Corporation Sdn Bhd	UEDA Plating (M) Sdn. Bhd.
Institut Jantung Negara (IJN)	Pacific Mutual Fund Berhad	UEM Land Berhad
Innovation Associates Consulting Sdn Bhd	Palm Oleo	Viewpoint Research Corporation Sdn Bhd
	Perodua Manufacturing Sdn Bhd	WWF Malaysia

## Participants' Feedbacks

*“Interesting workshop, activities was fun and provide good examples and activities to emphasize on topics”*

- Senior Business Analyst, Ricoh Malaysia Sdn Bhd

*“Loved this program”*

-Management Trainee, Multimedia Development Corporation Sdn Bhd

*“Feeling more confident after meets all the requirement from the facilitator”*

- Manpower Staffing Services (M) Sdn Bhd

*“I would love to attend any other workshop by the facilitator. Facilitator were very helpful and good at engaging the participants. I enjoyed the session. Not boring”*

**11th**

**SESSION SINCE  
2010!**

**94%**

**Score on Trainer's  
Feedback – Last  
Session  
(April 2015)**

**97**

**Numbers of  
participants that have  
joined this course  
(public workshop)  
since 2010**

To Register or For More  
Information

**Kindly call 03-7728 2623 or  
email to [info@atcen.com](mailto:info@atcen.com)  
[www.atcen.com](http://www.atcen.com)**