



## BRIDGING THE GAP (EFFECTIVE COMMUNICATION & INTERPERSONAL SKILLS)

SABAH SKILLS & TECHNOLOGY CENTRE

### INTRODUCTION

Bridging the gap requires an extensive analysis of issues and corrective steps to rectify problems. This course is intended to assist individuals understand that attitude and communication plays an important role in the working environment and between peers.

**AVOIDING GAP** – To acknowledge and understand the existing gap and choosing the right direction to overcome it based on attitude.

**SKILLS** – Knowledge and skills are the main key in eliminating gap.

**EFFECTIVE COMMUNICATION** – This program is designed for individuals, team leaders, managers who need to and want to ensure that they are maximizing their ability to communicate and work with others, avoiding conflict and disharmony. The program allows participants to identify and adapt their communication style, ways to talk with other people in a manner that relates to them and their particular style. Ability to listen and comprehend the intention/message behind the words used by others will be improved.

### OBJECTIVE

- To understand & overcome the gap within ourselves
- Understanding human relations and role
- To enhance the productivity
- Effective / Better communication between colleague and peers
- Generating team harmony
- To create a win-win situation
- Using people skills in dealing with conflicts

### COURSE CONTENT

#### Day 1:-

- Understanding individual work ethics
- “The choice is yours”
- Open mind perspective
- The cycle of attitude
- Appreciating differences and similarities

#### Day 2:-

- Advanced listening Skills
- Determining their communication style
- Understanding and recognise the different Communication channels
- Practical effective communication methods

**Duration**  
2 Days

**SSTC Member**  
RM 742.00

**Non SSTC Member**  
RM 848.00

**FSI's Member**  
RM 795.00

Fee is inclusive of refreshment, lunch, course materials and certificate of attendance

\*Rates inclusive of 6% GST

#### Sabah Skills & Technology Centre

No. 8, Jalan 1C, KKIP Selatan, Industrial Zone 1 (IZ1), KKIP, 88460, Kota Kinabalu, Sabah

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## **BRIDGING THE GAP (EFFECTIVE COMMUNICATION & INTERPERSONAL SKILLS)**

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### **WHO SHOULD ATTEND**

Directors, Executive teams, Managers and employees at all levels/ interested individuals which is intended to understand that attitude and communication plays an important role in the working environment and between peers.

### **RESOURCE PERSON**

**Gonaseelan @ Mr.G** is a dedicated think-tank solutions provider to guide different entities moving towards the successful conclusion of their various training events and human development projects. His leadership, communication and coordinating capabilities ensure the highest possibility of success for his approach of choice. He is enthusiastic, determinant, meticulous yet passionate. He blends learning techniques and philosophies with fun-filled experiences in all his trainings. Hence bringing his extensive hands-on experience to share with his participants, and employs various visual as well as practical and experiential tools to deliver key points effectively.

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