



EFFECTIVE COMMUNICATIONS & INTERPERSONAL SKILLS

SABAH SKILLS & TECHNOLOGY CENTRE

INTRODUCTION

The ability to communicate and interact with others is one of the most important skills in life. In fact, it is the key to success in both your career and personal lives.

OBJECTIVES

- Appreciate the importance and fundamentals of communication, its roles in the work place and in social lives.
- Identify the barriers to effective communication and ways to overcome them effectively.
- Learn the importance of and keys to empathic listening skills and how to be an excellent listener.
- Learn the roles of body language and how to project and maximize your positive impact on others.
- Acquire the techniques for handling difficult communication situations effectively.
- Develop skills on how to develop excellent rapport with co-workers, guests and others.

COURSE CONTENTS

- The Concepts & Basic Of Interpersonal Communication Skills
- Communication Process & Overcoming Communication Barriers
- Emphatic Listening Skills
- Projecting Positive Impacts On Others
- Assertive Communication Skills
- Interpersonal & Social Interaction Skills

WHO SHOULD ATTEND

Managers, supervisors, team leaders and those who need to enhance their skills to communicate and work effectively with others.

METHODOLOGY

Lectures, Individual and Group Exercises / Case Studies and Presentations.

RESOURCE PERSON

Encik Taidin Suhaimin is a graduate in Management Sciences with Marketing major from Lancaster University, United Kingdom, Diploma in Public Administration and Certificate in Executive Development from UiTM (MARA University of Technology, Malaysia). He has more than 28 years of experience with over 16 years of practice as a professional trainer, speaker and consultant since 1993. From 1980 to 1992, he served with Yayasan Sabah (a leading statutory body in Sabah, Malaysia) on various capacities in educational development fields. In 1993, he founded his own training and development firm (UMGC) and ever since, thousands of individuals from more than 150 organizations in Malaysia, Brunei and Singapore benefited from his learning & training programs.

Duration
2 Days

SSTC Member
RM 848.00

Non SSTC Member
RM 901.00

FSI's Member
RM 874.50

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

*Rate inclusive of 6% GST

Sabah Skills & Technology Centre

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