



## PROFESSIONAL COMMUNICATION & INTERPERSONAL SKILLS

SABAH SKILLS & TECHNOLOGY CENTRE

### INTRODUCTION

Many people believe good communicators are "born" with the skill, and that only a few "lucky people" possesses outstanding communicating abilities. In today's competitive business world and difficult economic, lucid, effective communication is more essential than ever before. It is the foundation on which organizations and careers are built and a crucial component of lasting success. Whether it is a face-face conversation or a professionally written e-mail exchange, a meaningful message entails establishing a connection that leaves a powerful impression. This program is designed for individuals, team leaders and 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 the delegates to identify and adapt their communication style. Ability to listen and comprehend the intention/message behind the words used by others will be improved. The delegates will be able to identify ways to talk with other people in a manner that relates to them and their particular style.

### COURSE CONTENTS

- Understanding Human Relations
- Interpersonal Skills
- Communicating Between / Across Department
- Non-Verbal Communication
- Asking Questions
- Using People Skills in Dealing with Conflicts
- Passing On Information

### WHO SHOULD ATTEND

Human Resource Executives and Managers and Any individuals who wishes to excel in their career.

### RESOURCE PERSON

**Mohammed Salim Ashedoff** has years of strong experience in the services and retails industry. His experience in the field of marketing, training, management and strategy is profound and rooted in deep hands experience. He is a certified Master Trainer, Coach, NLP Practitioner, Hypnosis and Consultant with extensive experience in corporate and public training. He propagates result based training and coaching. His methodology of training is unique and tailor made to the needs and wants of the market. He is also the council member of Institute of Marketing Malaysia (IMM), Just World, certified PSMB training specialist and VTO. His hobbies include reading, traveling, cycling, jungle trekking, watching great and inspiring movies and making people laugh. His academic background is from the hotel, human resources, management and project management. He is an enchanting and mesmerizing trainer. He has acute understanding of the powerful force called culture and how to work across various cultures. Salim has worked for KFC, Melium Group, Berjaya Group, IFSS Hong Kong, and MJR Japan in the senior management position. Currently Salim is pursuing his MBA in Corporate Management, which he believes that lifelong education is a must. His motto in life is massive decisions equals to massive results and failures are the stepping stone success and how resourceful we are will determine the outcome which we want in anything we do. He also provides business consulting, project management and concept development expertise.

**Duration**  
2 Days

**SSTC Member**  
RM 742.00

**Non SSTC Member**  
RM 795.00

**FSI's Member**  
RM 768.50

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

Tel: 088-496613/4 (Ms. Jennifer/ Eveiyne) Fax: 088-499615,

Email: [jennifer@sstc.org.my](mailto:jennifer@sstc.org.my) / [eveiyne@sstc.org.my](mailto:eveiyne@sstc.org.my)

Website : <http://sstc.org.my>