CeDR
CORPORATE CONSULTING
198501004328 (136767-V)

RESULT DRIVEN COMMUNICATION AND INFLUENCING SKILLS

DATE: *7-8 June / 20-21 September 2023*
19-20 February 2024
FEE: *RM1,050*

DURATION: *2 Days*

HRD CORP SCHEME:
HRD Corp Claimable Courses

PROGRAM OVERVIEW

In a recent survey by the renowned Katz Business School, recruiters from companies with more than 50,000 employees said that communication skills were cited as the single more important decisive factor in choosing managers. Another main factor contributing to job success is the ability to work with others, which also requires communication skills. Being able to communicate effectively is therefore essential if you want to build a successful career.

To do this, you must understand what your message is, what audience you are sending it to, and how it will be perceived. Effective communication is only successful when you convey your thoughts and ideas effectively. You must also weigh-in the diverse circumstances surrounding your communications, such as situational and cultural context.

LEARNING OUTCOMES

Upon completion of this program, participants will be able to:

- Understand a paradigm of communicating with people
- Realise that to obtain results through managing people, you need to communicate in an assertive manner. This starts with yourself.
- Understand your own dominant style of communication bridges for better relationships
- Choose empathy for better team results
- Be aware of each person as individuals and their rights
- Understand the need for maintaining integrity
- Be assertive in giving or receiving criticism
- Be assertive when need to confront, persuade or negotiate with others
- Develop positive win-win attitudes
- Affirm personal integrity and values for communication

METHODOLOGY

- Training will include mix of lectures, role plays and activities, using the Integrative Learning System (ILS) approach to internalize the learning of the workshop. Technologies used will include Multiple Intelligences, Interactive Learning and the Dunn & Dunn's Learning Styles. EQ (Emotional Intelligence) will be emphasized here. Participants also will experience learning in a fun way through the use of music, songs, dances, colours, cartoons and the necessary training aids.

WHO SHOULD ATTEND

- First Level Manager
- Executive/ Supervisory

FACILITATOR

Amy Wan-Ratos

She has been a trainer for more than twenty years. She holds a Masters in Training and Human Resource Development (M. Training & HRD) from Leicester University, UK and a Bachelor of Science from Campbell University, North Carolina, USA. She founded Pinnacle Performance in 1993. Amy also is a certified EQ trainer by 6 Seconds (USA) and a certified NLP Practitioner from ISNS (USA). She also holds a TAA004 certificate in Work-based Training, accredited by the Australian AWBT.

PROGRAM CONTENT

Module 1
Communication
- Dynamics of communication
- Link with other people
- Talking vs. Speaking
- Responsibility for communication
- "I" philosophy
- Personal integrity
- Self-image, fear, perception

Workshop: Important communication bridges

Module 2
Styles of Communication
- Leader's responsibility
- Golden Rule for leaders
- Three styles of communication
- Pros and cons of each styles
- How to handle passive aggression

Workshop: Role Plays on adverse situations

Module 3
The Assertion Theory
- Why is this important?
- Understand each communication transaction
- Transactional Analysis
- Win-Win communication
- Empathy: Understand other person's position
- "Save face" : the other person's self-esteem
- Basic Human Rights

Workshop: Role Plays on adverse situations

Module 4
Techniques of Communication
Simple assertion
- Positive direct statement
- Negative direct statement
- Confrontative assertion
  -Golden rules in confrontation, When to use this, Five steps
- Negotiate assertion
  -When to use this, Five steps
- Persuasive assertion
  -When to use this, 5 Guideline

Workshop: Practising the above skills

Module 5
Handling Criticism
- Positive win-win attitude
- Receiving criticism
  - React vs. Respond
  - Four keys guidelines
- Giving criticism
  - Understand consequences
  - Five keys guidelines

Workshop: Practising the above skills

Module 6
Creative Questioning Methods
- Influencing the outcome with effective questions
- Being innovative to get commitment
- Responding and expanding
- Secondary probe techniques

Workshop: Being creative

Module 7
Leading with Facilitation Skills
- Basic techniques of facilitation
- Effective ways to lead the questioning process
- Different approaches to personal styles
- Different approaches to interviewee's responses

Workshop: Finding your style

CeDR
CORPORATE CONSULTING
198501004328 (136767-V)

PROGRAM SCHEDULE

Day 1

9:00am - 10:30am	:	Module 1
10:30am - 10:45am	:	Coffee Break
10:45am - 1:00pm	:	Module 2
1:00pm - 2:00pm	:	Lunch
2:00pm - 3:30pm	:	Module 3
3:30pm - 3:45pm	:	Coffee Break
3:45pm - 5:30pm	:	Module 4
		End of the day

Day 2

9:00am - 10:30am	:	Module 5
10:30am - 10:45am	:	Coffee Break
10:45am - 1:00pm	:	Module 5 (*continue*)
1:00pm - 2:00pm	:	Lunch
2:00pm - 3:30pm	:	Module 6
3:30pm - 3:45pm	:	Coffee Break
3:45pm - 5:30pm	:	Module 7
		End of the day