

INTERPERSONAL SKILLS & ASSERTIVE COMMUNICATION

DATE: 30-31 July / 3-4 November 2025
4-5 February 2026
FEE: RM 1,150

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 is an interpersonal skill. People with strong interpersonal skills are usually more successful in both their professional and personal lives. They are perceived as more calm, confident and charismatic - qualities that are often endearing or appealing to others. Being more aware of your interpersonal skills can help you improve and develop them. Being able to communicate effectively is therefore essential if you want to build a successful career.

LEARNING OUTCOMES

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

- Understand a key paradigm of communicating with people
- Increase your people skills to work better with all employees
- 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
- Be assertive in dealing with others
- Discover the main cause of employee excellence and pitfalls
- Get things done effectively through assertive communication
- Reduce stress to increase confidence and enthusiasm for the job

METHODOLOGY

- Throughout the workshop, the RE is a mix of presentations; role plays activities, using the integrative Learning System (ILS) approach to internalize the learnings 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.

WHO SHOULD ATTEND

- First Level Manager
- Executive/Supervisory

FACILITATOR

Brien Lee Meng Siong

With 18 years of industry experience and 12 years of public speaking and corporate training experience, Brien specializes in leadership and management. He consults and trains in the areas of organizational development, human capital development and strategic thinking. His expertise is in communication related skills in the areas of Leadership, Management and Team Dynamics.

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

- 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
- Negotiate assertion
- Persuasive assertion

Workshop: Practising the above skills

Module 5

Interpersonal Skills

- The barriers
- Frustrations of the job: people
- Every person is a customer
- Pleasing people at work
- The professional point of view
- The professional plan of action
- Affirmation, Respect

Workshop: Practicing the interpersonal skills

Module 6

Enhancing EQ in Human Relationship

- Values: Trust, integrity, affirmation, respect
- Self-image affects relationships
- Empathy and being sensitive
- Appreciate each other
- Principles as rock foundation
- “Save face”: The other person’s self-esteem

Module 7

Building Trust in the Workplace

- Removing excuses and ‘reasons’
- Trust and responsibility
- EQ and optimism
- Creating choice of trust and shared values
- Overcoming personal barriers towards greater organization synergy

Module 8

Motivating the Team

- Relationship between team leader and team members
- Understanding team and corporate culture
- The CASH rule is not about money
- The team contributes to the company's success
- Loyalty in integrity and excellent service

Module 9

Steps for Giving Effective Feedback

- Preparation for giving feedback
- 4 Basic steps for giving reinforcement (praise)
- Documenting feedback session



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 6 & 7
1:00pm - 2:00pm : Lunch
2:00pm - 3:30pm : Module 8
3:30pm - 3:45pm : Coffee Break
3:45pm - 5:30pm : Module 9
End of the day

