

WORKPLACE COMMUNICATION 101

Date : 06th & 07th February 2018

As the internet and AI helps to increase efficiency and productivity, conversations and communication between humans are crucial to drive business growth.

Communication in a workplace influences customer service, team building, idea sharing and brainstorming, conflict management and so much more. One miscommunication can disrupt business activities dramatically and businesses will lose valuable time and key talents. Business engagement between peers is vital for progress.

With the right use of influential language and business courtesy, results can be phenomenal. This one-day training will provide you with in-depth studies on empathy, conversational tactics, ways to say no, body language and profiling others that can change the internal environment to be more transparent, efficient and happy.

LEARNING OBJECTIVES

- Control your business operations with improved communication skills of your team.
- Implement a leadership company culture with an integrated communication environment.
- Generate service oriented communicators in your business to increase efficiency.
- Influence others with conscious use of language, intonations and body language.
- Manage conflicts and uncomfortable conversations with ease.

WHO SHOULD ATTEND

Small to large business employees who work in team and professionals who require interaction with clients in their day to day job, this includes:

- **Head of Departments.**
- **Project Leads.**
- **Operations and Marketing.**
- **Client Relations and Business Development.**

COURSE OUTLINE

- Understanding the various state of minds and personalities of others: introverts, extroverts, motivator, visual, auditory and more.
- Profiling your receiver with 6 key factors to research to prepare yourself to communicate.
- Learning how to influence by using the right choice of words and phrases.
- Using questioning techniques to drive conversations and influence a decision.
- Saying 'no' professionally and confronting others with a good ending for all parties.
- Exploring the various mediums best used to support your message.
- Practicing to be a master in intonations, body gestures and space use.

SPEAKER'S PROFILE

Nina Nasir's passion in communication began during her career as producer for world established companies, where her career required communicating with various professionals of various nationalities - from new entry executives to C-level professions from multiple industries. During the years, she studied and documented multiple influencing communication techniques from world practitioners that will be useful to businesses. This includes the Communication Brand Matrix, 6 preparation Facts, and the SCRAP.

As NLP Practitioner, she believes that communication is driven by the human-mind. Her trainings include many confident boosting techniques, and innovative ways to help clients fight fear, and excel at work with communication. After realising that communication skills is beneficial for all stages in life, she focuses on both children and adults, helping them map their thoughts and transform ideas into words effectively, and powerfully.

To give back to the community, recently in 2016, Nina began launched the Communication Clinic Campaign, where she visits schools across Malaysia to bring awareness on Communication.

Her innovative training techniques combine all forms of self-expression, to create the best communicators. This includes games, sports and art.

She is an HRDF certified trainer, and a certified NLP Practitioner from London, UK.

INVESTMENT FEES

RM1,378.00 (including GST) per participant.

REGISTER 3 PARTICIPANTS FROM THE SAME ORGANIZATION, THE 4TH PARTICIPANT IS FREE!

Notes: Certificate and lunch provided.

TO REGISTER

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DEADLINE FOR REGISTRATION : 02ND FEB 2018



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