



First Select

Communicating and Dealing with Different Personalities

Date	Venues	(\$)Fees	Book your seat
21 Dec -25 Dec 2025	Kuala Lumpur	3300	Register Now

Objectives:

By the end of this Workshop, delegates will be able to:

- Analyze the basic principles underlying perception and human behavior.
- Understand how the communication process works
- Recognize the barriers to and the failures of effective communication
- Use appropriate techniques for communicating effectively
- Communicate effectively, both face to face and on the telephone
- Compare one-way versus two-way communication and analyze the verbal and non-verbal components of the communication process.
- Deal with difficult people and situations
- Feedback effectively and constructively
- Use communication as a motivation tool
- Be a good listener
- Effectively negotiate with customers leading to successful business conclusions.
- Role-play different personality types and identifies effective ways to deal with them.

Who should attend?

This course is a must for those who:

The program is ideally suited to managers, supervisors and to anyone who feels that they have the potential to communicate more effectively and more easily with the people they deal with on a daily basis.

Course Outline:

Communication Skills:

- How can we communicate effectively
- Barriers which hinder effective communication
- Everyday examples of ineffective communication

Listening Skills:

- Reasons for poor listening
- Improving active listening
- The Importance of Listening
- Identifying your listening skills
- The personal listening profile
- Tips to improve listening skills

Perception and Human Behavior:

- The Significance of Perception in human Relationship
- The process of dealing with differences

The Process of Verbal Communication:

- Definitions and barriers
- Verbal and non-verbal Behavior
- One-Way versus Two-Way Communication
- Verbal, vocal, visual Communication styles

Dealing with Different Personalities and Difficult People:


- Ways to cultivate relationships and resolve conflict
- Basic assumptions about assertiveness
- Assertive communications
- Managing your boss

Words we can use:

- "I" instead of You
- Keeping it impersonal
- Avoiding giving orders
- Taking responsibility
- Avoiding defensiveness
- Showing empathy
- Acknowledging feelings
- Clarifying
- Forming a Team
- Effective Communication / telephone Skills
- Public Speaking

WORKSHOP STYLE:

This will be a participative workshop with a mix of interactive learning sessions, exercises and discussions aimed to provide maximum impact and learning retention for all delegates.

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