



First Select

## Communicating Effectively

Date	Venues	(\$)Fees	Book your seat
14 Dec -18 Dec 2025	Kuala Lumpur	3300	<a href="#">Register Now</a>

### Objectives:

By the end of the program, participants will be able to:

Being good at your job is not enough these days. Employers are demanding teamwork and good communication skills. This course is designed to improve the behavior of those people who work and communicate with others inside and outside their organization on a daily basis.

Who should attend?

This course is a must for those who:

All people who need to interact with others in their daily lives.

### Course Outline:

#### Communication Skills:

- How can we communicate effectively?
- Barriers which hinder effective 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 process of dealing with differences

## The Process of Verbal Communication:

- Definitions and barriers
- One-Way versus Two-Way Communication

## Dealing with Different Personalities and Difficult People:

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

## 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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