



First Select

## Developing Positive Attitude, Communication Skills and Stress Management

Date	Venues	(\$)Fees	Book your seat
04 May -08 May 2025	Kuala Lumpur	3300	<a href="#">Register Now</a>

### Objectives:

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

- Raising your awareness of what drives you
- Understanding others and how you can persuade, influence and have an impact
- Gaining confidence to manage individuals, groups and presentations
- Improving your communication skills
- Enhancing your leadership and decision making skills
- Delivering presentations with confidence for successful influence and impact
- Returning to work with action plans to make things happen -

### Who should attend?

This course is a must for those who:

- All PR professionals and general managers interested in developing their communication skills within the organization and also with their particular “publics”.
- PR professionals wishing to update their skills and undertake a refresher course.
- Administrative Staff
- Customer Service Agents and Front Desk Employees
- Managers and staff wishing to understand their task environment and how to interact with it.

### Course Outline:

The Key Elements of Developing Positive Attitude:

- Why training tends to concentrate on skills when influence and impact is people based.
- Why everyone has the ability to have influence and impact
- Making sure you get noticed
- Learning to use time as any other resource
- Why goals are a passport to influence and impact success
- Understanding What Drives You
- Personal Presentation
- Best Practice Persuasion and Influencing Techniques
- Improving Your Communication Skills
- Delivering Presentations with Confidence and Impact
- Learning from Disappointments
- Developing Your Leadership Skills
- Networking
- Personal Development Plans to Implement you're learning at Work

## Communication Skills:


- Barriers to Effective Communication
- Overcoming Barriers to Communication
- Positive/Negative Body Language
- The Art of Listening
- The Order of Priority
- Listening Problems
- How to Be a Bad Listener!
- Verbal/Nonverbal Behavior
- Non-Verbal Components of Behavior Styles
- How To Cultivate An Agreeable Speech
- Steps to Improve your Communication Style
- How to encourage "Feed Back"


## Managing Your Stress:

- What are Stressors?
- Negative & Positive stressors
- Factors cause stress in work place
- Psychological reactions
- Physical reactions
- Managing stress
- Serious symptoms
- Sources of stress
- Stress and illness understanding how stress affects individuals
- Identifying the types of stressors
- Understanding the difference between life events and hassles
- Identifying individual stressors
- Dealing with stress and stressful incidents
- Planning and prioritizing
- Setting goals
- How to relax when to relax and why to relax
- Changing how you think & behave

## 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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