



First Select

Interpersonal Communication and Dealing with Others

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

Objectives:

By the end of this training program, each participant will be able to:

- Analyze the basic principles underlying perception and human behavior.
- Compare one-way versus two-way communication and analyze the verbal and non-verbal components of the communication process.
- Identify his personal listening styles and cite different approaches to improve his listening skills.
- Role-play different personality types and identify effective ways to deal with them.

Who should attend?

This program is designed for those who feel that they need to improve their communication skills to be able to communicate more effectively and more easily with the people they deal with at work and outside work.

Course Outline:

Perception and Human Behavior:

- The Significance of Perception in human Relationship
- The Process of Dealing with Difference

The Process of Verbal Communication:

- Definitions and barriers
- Verbal and non-verbal Behavior
- One-way versus two-way Communication
- Asking effective questions

The Importance of Listening:

- Tips to improve Listening Skills
- Self assesment

Non verbal Communication guides:

- Cultural differences
- Understanding body language

Dealing with Different Personalities and Difficult People:

- Ways to Cultivate Relationship and Resolve Conflict
- Basic Assumption about Assertiveness

WORKSHOP STYLE:

A mixture of short presentations, interactive discussion, individual exercises and group work. The emphasis throughout is on a practical approach using case material and examples.



97337256847



info@firstselectbh.com



www.firstselectbh.com