

EMPOWERING WORKPLACE INTERACTION & INTERPERSONAL SKILLS

27-28 JUNE 2018 (WEDNESDAY-THURSDAY), 9.00 AM – 5.00 PM

@ Sunway Hotel Seberang Jaya

11, Lebuh Tenggiri Dua, Bandar Seberang Jaya, 13700 Penang.

Introduction:

This practical program puts together three critical ingredients – understanding the characteristics of people, communicating effectively with them, and making a positive impact through successful interaction – to enable its participants to create the kind of people relationships that produce great results for them and their organization.

Target Group: Managers and executives, who deal with internal people as well as external customer on a regular basis.

Learning Objectives

The aim of the program is to provide its participants with key tools and techniques to build their interaction and interpersonal skills.

By the end of the program, a participant shall be able to:

- (a) Listen attentively;
- (b) Speak up and use body language effectively;
- (c) Identify the natural communication style of others;
- (d) Adjust own speaking to improve communication effectiveness;
- (e) Read the character of different people, including own self;
- (f) Elicit friendly and respectful response from people of different character;
- (g) Positively impact others to create an open and collaborative atmosphere;
- (h) Interact skillfully towards building productive working relationships.

Program Delivery Methodology:

Short presentations, Profiling – personality, communication style, and interpersonal power, Live demonstrations, Reinforcement/NLP exercises, Scenario analysis and simulation activities, Group discussions and group dynamics facilitation, Personal guidance and coaching.

Course Content

Day 1:

- ✓ Introduction;
- ✓ Interaction and interpersonal skills in the workplace;
- ✓ The practice of empowerment;
- ✓ How to get the best out of people;
- ✓ Personality profiling;
- ✓ How to communicate effectively;
- ✓ Style profiling;
- ✓ How to use body language effectively;
- ✓ Messaging practical.

Day 2:

- ✓ Recapitulation;
- ✓ How to motivate people and create a positive atmosphere;
- ✓ Application technique;
- ✓ The use of power in interaction and communication;
- ✓ Potential framework;
- ✓ How to influence and persuade people;
- ✓ Interaction practical;
- ✓ Positively impacting work relationships;
- ✓ Consolidation of learning;
- ✓ Conclusion.

Course Leader

Mr. SK Cheah is an organizational development specialist with over fifteen years of experience in the training and consultancy profession. He has worked with client companies in the commercial, manufacturing, hospitality and recreational industries on a diverse range of performance improvement and management support projects. He has also undertaken brief assignments from select individuals on infrequent occasions, providing personal coaching and writing assistance for business and social research papers.

SK specializes in the area of adult learning methodologies with focus on instruction and facilitation techniques. The training courses SK has conducted include those in the area of communication, interpersonal influence, learning strategy, people

**Closing date for registration:
20 June 2018**



flexiEdge Training PLT
Shoplot No. 9, Ground Floor,
Hotel Equatorial Penang,
1, Jalan Bukit Jambul,
11900 Bayan Lepas, Penang.
Tel/ Fax: 604-646 8377

management, leadership, motivation, change management, performance improvement, research methodology, personal selling, teambuilding, and training practice i.e. train-the-trainer programs.

Besides training, SK spends considerable time developing content and designing training modules, some of which are for use by industrial human resource development practitioners. His more recent work includes a nature-based personality profiling instrument, a power-based interpersonal management model, and an applied organizational development framework.

In the last ten years, SK has led a number of consulting projects on leadership development, talent identification and succession planning, competency systems and performance management, cultural change, and human capital transformation. Among his intervention repertoire are analysis tools on individual and team performance, problem-based and collaborative learning modules, various templates on organizational diagnosis and action research, and a practical human capital management blueprint. Prior to his consulting work, SK was human resource development manager at a national training institute for seven years, where he looked into the learning and development needs of some eighty core staff members spread all over the country. He took on special assignments from time to time, and was responsible for the establishment of an international learning center in Bangkok, as well as the development of assembly training systems with compartmentalized contents.

In terms of academic involvement, SK lectured on a part-time basis to working adults on British and Australian degree programs, for the subjects of organizational behavior and human resource management. He holds a bachelor degree from Universiti Putra Malaysia and a master degree from University of Leicester, majoring in training and human resource management. He is also a HRDF-approved trainer and a US-certified instructor for online courses.

Investment / Participation Fees

Normal fee: RM 850.00 / participant

10% group discount for three (3) or more registered participants from the same company or subsidiaries

REGISTRATION FORM



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| No. | Name of Participant(s) | Designation | Vegetarian? (please tick <input type="checkbox"/>) |
|-----|------------------------|-------------|--|
| 1 | | | |
| 2 | | | |
| 3 | | | |
| 4 | | | |
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Registration Submitted By:

Company Name:

Company Address:

Contact Person:

Designation:

Tel:

Fax:

Email:

Payment: Enclosed herewith Cheque/ Bank Draft (No. _____) amounting to RM _____ for () participant(s), crossed and made payable to "flexiEdge Training PLT". OR

Bank in / transfer to our CIMB Bank A/C No.: 800 794 3431 and send us the bank in/ transaction slip.

Kindly send your completed registration form through email to Ms. Felicia Tham/ Mr. Quah Eng Siang at administrator@flexiedge.com.my or through fax to 04-646 8377. For further enquiry, please contact Ms. Felicia Tham/ Mr. Quah Eng Siang of flexiEdge Training PLT at Tel: 04-646 8377/ 012-479 8377/ 013-588 3355



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Terms and Conditions

1. Fees are inclusive of program kits, refreshments and lunch and certificate of attendance.
2. Program confirmation will be notified through email before the program date. Kindly ensure the email provided is reachable. Please check your email, read the details especially the date, time and final venue and acknowledge the confirmation notification.
3. (a) Cancellation / notice of withdrawal must be given in writing (email) to us before program closing date, no fee shall be charged.
(b) No cancellation is allowed once our program confirmation is emailed to you. However, if registered participant is unable to attend, replacement is allowed. No shows shall be fully billed. No refund if participant/ replacement does not turn up on the program day.
4. flexiEdge Training PLT has the right to change the dates, time, venue, course leader or cancel the scheduled training due to unforeseen circumstances beyond its control.

*This program can be customised for In-House Training upon request.
Please contact Ms. Felicia Tham/ Mr. Quah Eng Siang @ 04-646 8377/ 012-479 8377 or email us at administrator@flexiedge.com.my
for more details or proposal.*