

Developing Effective Interpersonal Communication Skills - A Practical Approach

▶ 30 - 31 July 2018
▶ Hotel Premieria, Kuala Lumpur

“**Communication Breakdown** and **Conflicts** happen are left unattended and issues are not resolved. Learn **Practical Approach** to tackle these issues”

PARTICIPANTS (TARGET GROUP)

This course is targeted at employees, supervisors, middle managers and senior managers seeking to take their communication skills to the next level by developing advanced communication techniques and strategies.

LEARNING OUTCOME

After attending this programme, the participants will be able to:

- Apply effective listening and communication techniques
- List and describe the principles of and barriers to effective communication
- Explain the concept and importance of communication and interpersonal skills
- Use non-verbal communication techniques to enhance communication effectiveness
- Describe the levels of interpersonal relations and strategies to resolve interpersonal conflicts

CONTENTS

Concept and Importance of Interpersonal Skills

- What are interpersonal skills?
- Levels of interpersonal relations
- Understanding human psychology
- The importance of interpersonal skills to the individual and organization

Effective Interpersonal Communication

- Non-verbal communication
- Effective listening techniques
- Techniques to effectively delivery
- Understanding the communication process
- Factors influencing the effectiveness of communication

Handling Interpersonal Conflict

- Types and causes of interpersonal conflict
- Individual conflict resolution styles
- Interpersonal conflict resolution strategies
- Understanding interpersonal conflicts
- Strategies to handle interpersonal conflicts effectively

FACILITATOR



AHMAD SHUKRI BIN MUHAMMAD

is a consultant and trainer of Irshad HR Consulting Sdn Bhd. He has more than 15 years of experience in Training and Development and had held a Manager position for Learning & Development in a leading Automotive Distributor. He had the responsi-

bilities for designing, reviewing and implementing the whole spectrum of internal training programs for the company. He was also involved in mapping the organizational learning strategy and carrying out organizational competency modeling. Prior to that, he was the Assistant Director with the Ministry of Education in the Educational, Planning and Research Division for 3 years. Ahmad Shukri holds a Master of Education (M.Ed) from University of Stirling, Scotland majoring in Educational, Planning & Research. He was also involved in lecturing on Executive Diploma in Human Resource Management at one of the local institution of higher learning for over 5 years. He is a Certified Trainer by Human Resource Development Fund (HRDF).

FEE

Normal fee: RM 1150 per pax
- Group registration:
- 2 - 4 Pax: RM 1050 per pax
- 5 - 9 Pax: RM 1000 per pax



Organised by :



IRSHAD HR Consulting Sdn Bhd
802 Block B, Phileo Damansara II, Jalan 16/11
46350 Petaling Jaya, Selangor Darul Ehsan
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BORANG PENYERTAAN KURSUS

COURSE REGISTRATION FORM



Faks/ Fax: 03-7954 9802

E-mel/ Email: ppd@irshad.com.my

Tajuk Kursus / <i>Course Title</i> : Developing Effective Interpersonal Communication Skills - A Practical Approach	Tarikh/ <i>Date</i> : 30- 31 July 2018	Tempat/ <i>Venue</i> : Premiera Hotel, KL
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Sila daftarkan penama berikut menyertai kursus di atas / *Please register the followings for the above stated course(s)*:

No.	Nama/ <i>Name</i>	Jawatan/ <i>Designation</i>	E-mel/ <i>Email</i>	No.Handphone

* Note that mobile number is important for us to reach you in case of any unforeseen changes.

Organisasi/*Organisation*:

Pegawai bertanggungjawab/*Officer in charge*:

Jawatan/*Designation*:

Jabatan/*Department*:

Alamat/*Address*:

Telefon/*Telephone* :

Faks/*Fax* :

E-mel/ *Email* :

Bersama ini saya sertakan Cek/ M.O/ P.O bernilai RM _____ atas nama IRSHAD HR CONSULTING SDN BHD (Alliance Bank Malaysia Berhad, Cawangan Petaling Jaya, Nombor Akaun: 62104-0-01-001507-1)

Herewith I enclosed Cheque/ M.O/ P.O worth RM _____ payable to IRSHAD HR CONSULTING SDN BHD (Alliance Bank Malaysia Berhad, Petaling Jaya Branch Account Number: 62104-0-01-001507-1)

OR

SBL SBL KHAS

* Geran latihan SBL / SBL Khas mestilah dimohon sekurang-kurangnya 1 hari sebelum program. Permohonan boleh dilakukan melalui portal HRDF www.hrdf.com.my

** SBL / SBL Khas training grant must be applied at least 1 day before the programme. Application can be done through HRDF portal www.hrdf.com.my*

TERMA DAN SYARAT

- Pembayaran yuran kursus hendaklah dibuat dalam Ringgit Malaysia (RM).
- Surat pengesahan pendaftaran akan dikeluarkan selepas pembayaran diterima.
- Untuk kakitangan dan pegawai kerajaan; pesanan kerajaan atau surat pengesahan hendaklah diserahkan sebelum kursus bermula.
- Tempahan hotel hendaklah dibuat terus ke pihak hotel pilihan peserta.
- Pihak penganjur berhak meminda program, fasilitator, tarikh dan tempat kursus jika terdapat perkara-perkara yang tidak dapat dielakkan.

Tandatangan/*Signature*:

TERMS AND CONDITIONS

- Course(s) fee(s) should be made payable in Ringgit Malaysia (RM).
- Confirmation of registration will be issued once payment received.
- For government official(s), a local order or letter of approval must be presented before the course (s) started.
- Hotel arrangements and reservations should be made directly to the preferred hotel.
- The organizer reserve the right to amend the programme, facilitator, dates and venue of the course(s) due to unforeseen circumstances

Cop Rasmi/*Official Stamp*:

*Sila fotokopi jika borang tidak mencukupi / *Please make copy if the form insufficient*

IRSHAD HR CONSULTING SDN BHD
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Jalan 16/11, 46350 Petaling Jaya,
Selangor Darul Ehsan

Untuk keterangan lanjut dan pendaftaran:

BAHAGIAN KURSUS UMUM

For further information and registration:

PUBLIC PROGRAMME DEPARTMENT

(Meiza/Jaslizan/Raihana)

Tel : 603 7956 0010

Facebook : Irshad HR Consulting



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