

Effective Communication Skills

Date: 13th – 14th October 2009

Venue: **outLOUD Academy, Damansara Perdana, P.J.**

WORKSHOP DESCRIPTION

Effective Communication Skills is a two-day training workshop which will help you to express yourself more effectively, have more influence with your colleagues and appear more confident in front of others. This is a highly practical and interactive course. You will be working both individually and in small groups on a variety of vocal and practical exercises, interactive discussions and role plays throughout the day.

Feedback is ongoing throughout the course through group discussion, and tutor analysis. By the end of the workshop you will have developed a greater flair communicating and learnt how to use your own personal style to maximum effect. Our powerful workshops provide a unique learning experience in a supportive yet challenging environment. This allows you to quickly build on your existing skills as you experiment and learn through practical experience.

WORKSHOP OBJECTIVES

- To understand the process of communication
- To develop persuasive communication skills
- To develop verbal, listening, questioning skills
- To develop nonverbal communication skills
- To understand interpersonal communication roles & personality profiles

WHO SHOULD ATTEND?

People who need to enhance communication skills

KEY BENEFITS

- Develop persuasive communication styles
- Develop effective listening and questioning techniques
- Develop verbal communication, vocal cues and voice projection
- Develop powerful non verbal communication skills
- Develop interpersonal people and conflict management skills



Facilitated by Ernie Chen
Chief outLOUD
Group CEO
ATCEN International Group

Ernie Chen is an internationally certified speaking professional, renowned global public speaking champion and acclaimed trainer. He is better known as the "Guru of Confidence" for his enthusiasm and confidence in building a community of confident people and one of the most powerful and dynamic speakers from Asia. Ernie has an MA in Communication, BA in Mass Communication and BA in Theatre from America. He is presently pursuing his DBA in Marketing Management and has more than 20 years of experience working with mass communication, people development, entertainment, education and training.

Ernie is an expert, well-known persuasive communication strategist and practitioner. He is also a world traveled speaker with a proven track record in leading speaking engagements and a frequent speaker at national and international conferences. In the last 8 years, he has inspired motivated and trained thousands of people to reach personal and professional fulfillment and career transformation. Utilizing individual, group, and executive coaching, workshops, and consultations to organizations; he coaches his clients to prosper in their career, advancing them up the corporate ladder. In addition, he has worked with a number of leading education and training institutions, top advertising agencies and production houses, and has written and acted in film and television productions.

EFFECTIVE COMMUNICATION SKILLS WORKSHOP

WORKSHOP OUTLINE

Module 1: Introduction to Effective Communication Skills

- Understand and Appreciate the 2 Types of Communication: Human Communication - (Intrapersonal, Interpersonal, Group & Mass) and Group Communication – (Corporate Communication & Organizational Communication)
- Exercise: Are You a Good Communicator?
- The Communication Model: Dynamics and Process of Communication: Sender, Message, Channel, Receiver, Feedback & Interferences

Module 2: Developing Positive Verbal Communication

- Recognizing the Impact of Positive vs Negative Verbal Communication
- Developing Influential Verbal Communication to Generate Positive Reactions
- Exercise: Describe How You Feel, Describe Other People, Encourage Others, Outline Plans to Others

Module 3: Developing Effective Listening Skills

- Exercise: Understand Listening vs Hearing: The Café Scene
- The Definition of Listening & The 4 Types of Listening: Active, Social, Courteous & Serious
- The 5 Key Tips on Becoming a Great Listener: Focus, Show, Eye, Mirror & Question

Module 4: Developing Effective Questioning Skills

- The Definition and Purpose of Questions
- Exercise: Understanding The 3 Essential Types of Questions: Open, Closed & Split
- Understanding the 4 Types of Good & Bad Questions Types
- Exercise: Develop Good Questions to Achieve Communication Objectives

Module 5: Develop Effective Nonverbal Communication Skills

- The 3 Key Areas of Nonverbal Communication Skills to Create A Positive First Impression: Appearance, Body Language & Voice
- Exercise: Understand the 4 Standard Appearances and Styles: Classic, Feminine/ Masculine, Dramatic & Elegant
- Exercise: Developing the 3 Key Areas of Body Language: Personal Space, Handshake, Body Posture

Module 6: Understanding Interpersonal Roles & Personality Profiles

- *Exercise: Strategies to Deal with Personalities - The Jungle Survival*
- *Exercise: Discovering Your Personality – An Assessment*
- *Understanding the 4 Personality Profiles That Communicate Differently: Learning to Manage Communication Conflict and Leverage on Personality Profiles to Better Enhance Interpersonal Relationships*

REGISTRATION FORM

EFFECTIVE COMMUNICATION SKILLS WORKSHOP

13TH – 14TH OCTOBER 2009, OUTLOUD ACADEMY, DAMANSARA PERDANA, P.J.

Delegate 1

Name: (Mr/Ms): _____

Job Title: _____

Email Address: _____

Contact No.: _____

Delegate 2

Name: (Mr/Ms): _____

Job Title: _____

Email Address: _____

Contact No.: _____

Delegate 3

Name: (Mr/Ms): _____

Job Title: _____

Email Address: _____

Contact No.: _____

WORKSHOP INVESTMENT - RM 1900 PER PARTICIPANT

*The investment includes lunch, refreshments and training materials. **The program is PSMB claimable.** Subject to PSMB approval.*

Group Discount of 10% for 3 or more participants who register for the program at the same time and are from the same organization.

WAYS TO REGISTER

All cheques are to be made payable to **outLOUD Studios Sdn Bhd** and mail payment together with this registration to:

**D-05-11, Ritze Perdana Business Centre,
Jalan PJU 8/2, Damansara Perdana 47820 PJ,
Malaysia.**

Tel : +603 7728 4098 Fax : +603 7728 2620

Enclosed is our cheque for the event

RM _____

HUMAN RESOURCE / APPROVING MANAGER: _____

Job Title: _____ Email: _____

Company Name: _____

Address: _____

Tel: _____ Fax: _____

Authorized Signature : _____ Invoice Attention To (Mr/Ms): _____

Company Stamp Chop:

TERMS & CONDITIONS

1. Upon receipt of a completed registration form, it confirms that the organization is registering for the seat(s) of the participant(s) to attend the conference or training program.
2. Payment is required with registration and must be received prior to the event to guarantee the seat.
3. Payment has to be received 7 working days prior to the event date to confirm registration.
4. Payment is non-refundable if cancellation occurs 7 days prior to event commencement. However a substitute is welcome at no additional charges
5. If cancellation occurs 7 days prior to the event commencement and there is no substitute, the organizer reserves the right to charge 50% of the total investment from your organization.
6. Walk-in participants with payment will only be admitted on the basis of seat availability at the event and with immediate full payment.
7. The organizer reserves the right to make any amendments and/or changes to the program, venue, facilitator replacements and/or modules if warranted by circumstances beyond its control.

HOW DID YOU KNOW ABOUT THESE EVENTS?

Kindly tick (✓) your choice(s)

- From Email Notification
- From Colleague, Management, HR or Training Department
- Others: _____

Version 1.2

For Office Use Only

Contact Person: _____

Invoice Number: _____

Remarks: _____