



Course : Interpersonal and Communication Skills

City : Kuala Lumpur
Start Date : 2025-10-27
Duration : 1 Week

Hotel : Kuala Lumpur
End Date : 2025-10-31
Price : 3950 \$



Course Overview

In this Interpersonal and Communication Skills training course, participants will explore effective communication, understand the emotional and contextual factors that influence interactions, and develop both written and interpersonal communication skills. This practical course aims to improve participants' ability to convey messages clearly, listen actively, and engage effectively with all stakeholders. Participants will learn to build connections, encourage collaboration, resolve conflicts, and engage stakeholders. The course covers nonverbal communication, active listening, and empathy to foster trust and openness. Participants will also learn to adapt their communication style to different audiences, managing interactions with confidence and respect. These skills enhance teamwork, productivity, and a supportive workplace culture.

Course Objectives

By the end of this course, participants will be able to:

- Apply communication methods to overcome barriers to effective communication.
- Analyse audiences to deliver focused and relevant messages.
- Use tailored communication techniques across various channels.
- Conduct feedback sessions with empathy and emotional intelligence.
- Produce clear, accurate, and audience-focused technical reports.

Target Audience

This course is ideal for:

- Professionals seeking to improve workplace communication.
- Team leaders and managers aiming to foster collaboration and a positive team environment.
- Individuals looking to enhance listening, empathy, and written communication skills.
- Anyone aiming to build stronger relationships with colleagues, clients, and stakeholders.

Methodology

Interactive, trainer-led presentations and discussions.

Role-plays, practical exercises, and small group activities.
Feedback sessions to reinforce learning and develop practical skills.
Emphasis on verbal, nonverbal, and written communication techniques.

Course Outline

Day 1: Introducing the Psychology of Communication

- The Psychology of Communication
- Barriers and Pitfalls in Communication
- Differences Between Written and Verbal Communication
- The Power of Active Listening
- SOLER Technique for Effective Communication

Day 2: Effective Email, Letter, and Meeting Minute Writing

- The Power of Plain English
- Avoiding Overcomplicated Language
- Writing Better Business Letters
- Effective Email Writing and Etiquette
- Taking Meeting Minutes

Day 3: Improving Communication with Stakeholders

- The Stakeholder Engagement Process
- Key Tools of Stakeholder Engagement
- Assessing and Classifying Key Influencers
- Developing an Action Plan for Stakeholder Engagement
- Introduction to Negotiation: The Win-Win Concept

Day 4: Authoring Professional Technical Reports

- Planning Technical Reports: Structure and Topics
- Ten-Step Drafting Process
- Use and Limitations of Graphics, Flowcharts, and Tables
- Writing Summaries, Introductions, and Appendices
- Proofreading, Design, and Layout Considerations

Day 5: Effective Presentation Skills



- Overcoming the Fear of Presenting
- Avoiding Common Presentation Mistakes
- PowerPoint: Best Practices
- The Importance of Storytelling
- Personal Action Planning

Certificates

On successful completion of this training course, HighPoint Certificate will be awarded to the delegates. Continuing Professional Education credits (CPE): In accordance with the standards of the National Registry of CPE Sponsors, one CPE credit is granted per 50 minutes of attendance.