

ESSENTIAL MANAGEMENT SKILLS:

COMMUNICATION SKILLS FOR WORKPLACE

INTRODUCTION

Leadership does not happen in a vacuum. Leaders only achieve results by working with others which requires communication, the life-blood of an organization. Leaders' communication shortcomings often have more far-reaching impact as misunderstandings, mixed messages and unclear meanings will result in negative impact to the business. Several reasons why managers/supervisors fail to communicate:-

1. Undervaluing the importance of communication – Too many managers/supervisors “fail” to communicate because they think communication will just take care of itself.
2. Misunderstanding the nature of communication – Some managers/supervisors make mistake of thinking communication is about the sender. The purpose of communication is to assure clear understanding by the receiver/audience.

BENEFITS FROM THE COURSE

An effective manager/supervisor requires good communication skills to convince others to achieve their goals. Giving his clear instructions, explaining the rationale of the job, guiding how the job needs to be done and presenting complex ideas in simple words are some of the duties which require effective communication skills which every manager/supervisor must possess.

CONTENT OUTLINE

1. Different Communication Barriers, Levels and Styles
2. Communication Skills
 - Attending Skills; Listening and Feedback Skills; Questioning Skills; Empathy Skills; Summarizing Skills



WHO SHOULD ATTEND

Anyone with managerial/supervisory roles in their job. Maximum 25 participants per workshop.

TRAINER – LOW MI YEN, Clinical Psychologist/EAP Director

Biodata: An experienced global Employee Assistance Program (EAP) expert in Malaysia for the past 12 years. Provides a comprehensive worksite-based program (EAP) designed to help identify and facilitate employees' behavioral, health and productivity and solving complex work situations such as deteriorating job performance caused by health and psychological issues, workplace harassment and others.

MEDIUM OF CONDUCT – English

COURSE FEE - RM 488 per pax (RM 788 Discounted Price for 2 pax)

DATE/TIME - 26th June 2010 (Sat)

VENUE – WELcafe, Turning Point