



# Effective Communication & Interpersonal Skills for Building Strong Workplace Relationships

**Trainer:** Khoo Hai Chui

**Date:** 3-4 August 2023 (Thursday-Friday)

**Time:** 9AM – 5PM

**Venue:** Pearl Point Hotel KL / Gleamy Center, KL

## OBJECTIVES

Upon completion of this program, participants should be able to:

- Understand & apply the important concepts of organization & interpersonal skills
- Develop and acquire assertive communication skills to improve interpersonal & organization communication
- Communicate more effectively with superior, colleagues, subordinates and customers
- Promote productive teamwork and a harmonious, cooperative work environment
- Help the company to improve individual & organizational performance

## WHO SHOULD ATTEND

This course is specially design for Managers, Executives, Supervisors, Field Engineer/Technician, Sales and Customer Service personnel and employees who are in constant contact with customers.

## COURSE OUTLINE

### Module 1: The Role of Interpersonal & Organizational Communication

- Objectives, & benefits
- Principles of Communication

### Module 2: Understand One Self to Understand Others

- Identify the FOUR change-adaptability styles / personalities
  - Visionary
  - Nurturer
  - Implementer
  - Analyzer
- Accumulation of Skills, Application of Effective Skills
- Together Has Power, Never Run Alone

### Module 3: Identify and Collaborate the FOUR Styles Towards Personal Effectiveness

- Establish the '5S-1M HUMAN' Structure in you to cope in organization
- ONE *Mission*
- ONE *Strategy*, ONE *System*, ONE *Structure*
- Demonstrate the Most Effective Inter & Intra-Personal *Styles*

#### **Module 4: Approaches to Effective Communication**

- A dimension of EQ - New key to success
- A habit of highly effective people
- Self-disclosure - The Johari Window
- 2 ways communication
- Overcoming assumptions

#### **Module 5: Verbal & Non-Verbal Communication**

- Components of Vocal Expression
- Developing Effective Active Listening Skills
- Non-Verbal / Body Language Cue Interpretation
- The Power of Questions
- Dos and Don'ts of quality service excellence

#### **Module 6: Relationship Management**

- Analysis of the communication process
- Managing expectation
- Barriers to relationship
- Nine (9) techniques in managing relationship

#### **Module 7: Interpersonal Skills at Different Situation and Handling People**

- Culture, structure, & policies
- Enhancing empathy
- Handling Gen X and Y
- Handling male and female
- Handling people during crisis

#### **Module 8: The Power of Influence**

- Model of Influence
- Tapping the Human Mind
- Different between Influencing and Directing
- Influencing a group

#### **Module 9: Act F.A.S.T to anticipate and adapt in interpersonal**

- Focus on your 'compass'
- Ask to clarify – evaluate of your 'clock' – 1H5W
- Seek to understand – right the 'wrongs'
- Take the most appropriate action – overcome procrastination

#### **METHODOLOGY**

The methodology used includes a combination of:

Interactive lectures: 40%

Group discussion, activities, exercises, presentations, video reviews, and role-play: 60%.

## **TRAINER PROFILE**

### **Khoo Hai Chui**

MR KHOO has more than 18 years of management experience and held several senior managerial positions such as Manager, Senior Manager, Director of Sales, Country Manager (Corporate Training) and General Manager for a leading international service organization. He also contributed to Pembangunan Sumber Manusia Berhad (PSMB) for developing the curriculum structure for the Train-The-Trainer (TTT) and Evaluation on Effectiveness of Training.

He also has an experience as a tutor in UPM for a few years. Regularly pursuing his own self-development, he is very highly motivated, having excellent interpersonal skills and very strong compelling leadership qualities. A highly logical and analytical mind enables him to confidently and competently teach and take the necessary holistic approach when addressing many underlying issues in problem solving and decision-making situations. It is these positives qualities that make him an automatic choice to lead and conduct training. His training has always been evaluated as exciting, fun and learning made easy to apply.

With his vast experience and coupled with excellent language abilities in English, Bahasa Melayu and as well in Negeri Sembilan Malay dialect, making him an ideal trainer. He has always been highly rated as "Excellent" by the participants from the various organizations and his areas of expertise are Team Building & Motivation, Etika Pekerja Cemerlang, Kemahiran Penyeliaan Berkesan, Customer Services, Sales Negotiation Skills, Professional Presentation Skills, Personal Development, Time & Stress Management, Leadership & Empowerment Strategies, Management for Manager, and Human Resource Management.

He was an Assistant Superintendent of Police (ASP) for several years and was awarded the "Best Student" during his training programme. While in the police force, he was exposed to the various work divisions. He had accumulated vast experience and good knowledge on security and supervising the down liner. All these factors display a highly disciplined personality with strong characteristics which are added value as a trainer.

His rich experience and knowledge in the area of manufacturing and services sector has make him a valued trainer for organizations such as NESTLE Manufacturing, UNILEVER Food ,Sinmah Food (FARMBEST), SONY Precision Eng, PHILIP/NXP Semiconductor ,FLAIRIS Malaysia, PETRONAS gas, HONDA Malaysia, HICOM Automotive, ORNASTEEL Group, FELDA Rubber, Pesama Timber, CIMB Group, TESCO Stores, UiTM, POLITEKNIK, TAYLOR's University College, NATIONWIDE Express, DYNEA, Optimal Chemical, GLOMAC Berhad, Seremban Specialist Hospital, Permai Inn Hotel and many public programs and etc.