

# Effective Communication & Presentation Training Programs



If there is one skill that you need to learn in this life time, then it must be **Communication Skill!**

Communication plays a fundamental role in all facets of business and in life. It is therefore very important that both internal communication within your organisation with your employees and colleagues as well as the external communication with your customers are effective. Communication is more than just exchanging information. It is about understanding the emotion and intentions behind the information. When mastered well, it can also help to deepen your connections to others and improve teamwork, decision making and problem solving. Effective communication enables you to communicate even negative or difficult messages without creating conflict or destroying trust.



**Our Senior Coach with a Unique Combination of Sales + Management + Psychology Expertise!**

**Mr. Albert Ng**



Assured & Safe Learning Climate

## The Reason Why Us!

Program designed in-line with **Adult Learning Principals**

*"I highly recommend this training to anyone who has people they want to develop and want to develop themselves."*

**Effective Training Interventions** to ensure Learning Effectiveness

*"This training selected excellent materials, provided great examples and put together an experience that could transfer key learnings into application immediately."*

**Thought Provoking Questions** creating A-Ha Experience

*"The concepts are profound and practical. Trainer really understand our difficulty as a leader."*

**Real Life Case Study** & Intensive Practice to make Perfect

*"I like the example and case study used in the role play. They are very real & practical. Also, the repeated practice, feedback from peers and little tips given by the trainer is really useful"*

## Topic 1

**Target Audience:**  
Head of Department, Managers, Assistant Manager, Project Leader, Accountant, Engineer, Team Leader, Supervisors who have subordinates

**Date: 15 Sep 2017**

## Effective Applied Communication in Managing Work Challenges

**Conquer the Challenge in Communication**

### What You Will Learn:

- ✓ Be able to **speak with consideration but firmly** when dealing with all work situations
- ✓ **Understand the challenges** in oneself when dealing with others
- ✓ Recognise the needs to adopt to different situations by applying **different communication techniques**
- ✓ Develop effective communication skills to **manage the day-to-day work challenges**

Dealing with **10 Specific Challenges @ Work**

Understand the **6 Steps to Inform, Educate & Persuade**

### What You Will Learn:

- ✓ **understand** how to divide information, leverage on animation and plant trigger words to take charge of the presentation
- ✓ **Tapping** into the natural strengths of every individual
- ✓ **How** to quickly overcome stage fright
- ✓ **Learn** the 3 systematic framework in presentation
- ✓ Handle Q&A professionally, unexpected questions, difficult questions.

## Effective Message, Impactful Presentation: *The 3C Principles*

**WOW your Audience with the Presentation**

**Must Know**

## Topic 2

**Target Audience:**  
Department Heads, Financial Controller, Business Development, Marketing Manager, Department Head, Engineer, Factory Manager, Human Resource Manager, IT Manager, Procurement Manager, Administrator

**Date: 22 Nov 2017**

## Topic 3

**Target Audience:**  
General Manager, Head of Department, Manager, Engineer, Factory Manager, Human Resource, Training Manager, IT Manager, Accountant

**Date: 24 Nov 2017**

## Leadership & Corrective Feedback

**Advance Communication in People Management**

### What You Will Learn:

- ✓ How to **Give and receive** feedback in a constructive manner
- ✓ **Learn** to handle and be in charge of the discussion during corrective feedback
- ✓ How to effectively **deal with good staff** with wrong behaviors
- ✓ **Create a climate** of open honest communication throughout the conversation
- ✓ **Reduce the anxiety** that accompanies feedback while increasing your own personal effectiveness

**Highly Recommended**

Master the **5 Steps in Corrective Feedback**

**Understand Phrases that Motivates, Close and Kills Communication**

- ✓ **Communicate** even negative or difficult messages without creating conflict or destroying trust.
- ✓ **Beware** of preconceptions and limited perceptions interference

### What You Will Learn:

- ✓ **Use techniques** to deal with workplace anger and moving colleagues from 'no' to 'yes'
- ✓ **Understand** common phrases that motivate, kills or close a communication

## The Bridge:

## Effective Communication Skills

**First Step to Influencing Skills**

## Topic 4

**Target Audience:**  
Head of Department, Managers, Engineer, Unit Head, Human Resource, Team Lead, Sales Executives, Account Assistants, Assistant Manager, Supervisors

**Date: 5 Dec 2017**

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