PROGRESS LINK
TRAINING & CONSULTANCY SDN BHD

POPULAR

Enhancing Communication and Interpersonal Skills

HRD Corp registered training program ID: 10001257391

HRDCORP CLAIMABLE

Speak with Purpose,
Listen with Empathy!

Face to face
Instructor-Led Training

02 & 03 MAR 2025
(MON & TUE)

9:00 AM-
5:00 PM

Jazz Hotel,
Penang

Register Now!

www.progresslink.com.my

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"Building Bridges Through Better Communication!"

Course Overview

Workplace challenges often stem from poor communication and ineffective interpersonal skills, leading to misunderstandings, conflicts, and decreased productivity. Employees frequently encounter issues such as misinterpreted emails, unclear instructions, useless meetings, and difficult conversations with colleagues or clients. In high-pressure environments, a lack of active listening or the inability to express thoughts clearly can result in frustration, strained relationships, and lower job satisfaction. Furthermore, cultural differences, generational gaps, and varying communication styles can create barriers to collaboration, making it crucial for individuals to develop the skills necessary to navigate these complexities.

This two-day interactive workshop is designed to address these common workplace communication challenges and equips participants with practical strategies to enhance their professional interactions. By focusing on key areas such as active listening, non-verbal cues, negotiation, and conflict resolution, participants will learn how to foster stronger working relationships and create a more harmonious and productive work environment. For example, employees who struggle with giving and receiving feedback will gain techniques to handle constructive criticism professionally and use it for personal and team development. Similarly, those who find it difficult to voice concerns or ideas in meetings will practice assertive communication, ensuring their perspectives are heard and valued.

Through engaging discussions, real-world case studies, and hands-on exercises, participants will explore how improving their communication skills can enhance collaboration, reduce workplace tension, and contribute to career advancement. Employees who communicate effectively not only build trust and credibility with colleagues and supervisors but also strengthen teamwork and decision-making processes.

By the end of the workshop, participants will have a deeper understanding of how communication influences workplace dynamics and will be equipped with the tools to handle interactions confidently and professionally, ultimately leading to improved job performance and organisational success.

Learning Outcomes

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

√ Understand the Fundamentals of Communication

√ Identify and Adapt to Different Communication Styles

√ Develop Active Listening and Effective Questioning Skills

√ Enhance Professional and Empathetic Communication

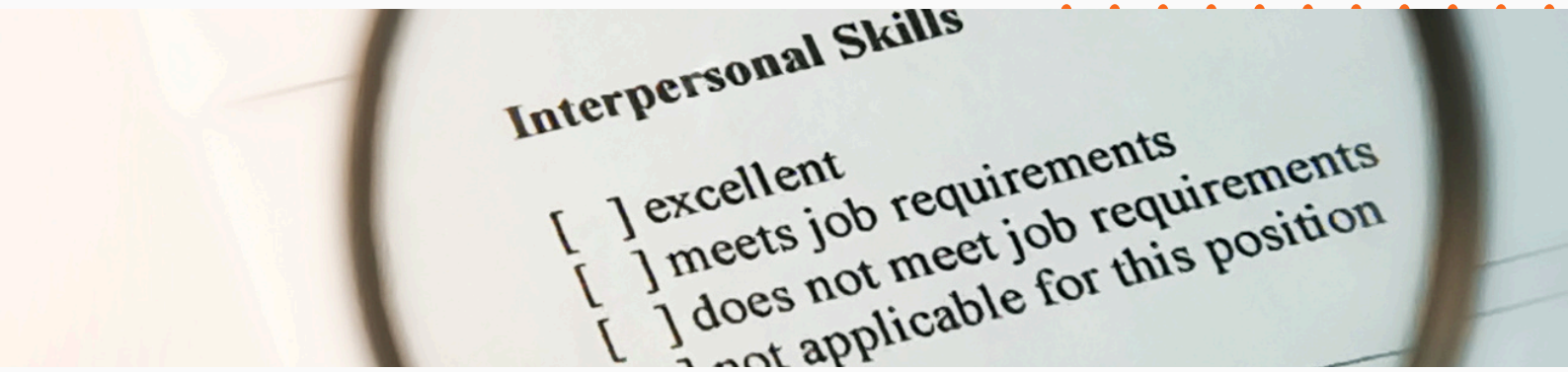
√ Apply Emotional Intelligence to Workplace Interactions

√ Resolve Conflicts and Navigate Difficult Conversations

√ Strengthen Workplace Relationships and Networking Skills

√ Deliver Constructive Feedback and Manage Workplace Dynamics

√ Develop a Personal Action Plan for Continued Growth



Course Benefits

Businesses benefit from improved teamwork, reduced conflicts, and enhanced productivity. Effective communication fosters collaboration, strengthens relationships, and improves decision-making. Investing in these skills enhances employee engagement, customer interactions, and workplace efficiency, leading to a more positive corporate culture and a competitive advantage.

Who Should Attend?

This workshop is ideal for employees at all levels, including executives, managers, team leaders, and frontline staff who seek to improve their communication and interpersonal skills. It is particularly beneficial for professionals in customer service, sales, human resources, project management, and leadership roles.

Training Methodology

This workshop employs a dynamic, learner-centered approach that blends theory with hands-on practice. Using a mix of interactive lectures, real-world case studies, and collaborative group activities, participants will engage in role-playing scenarios, problem-solving simulations, and peer discussions to reinforce key concepts.

Training Duration

Full 2 days training (9:00 am-5:00 pm)

HRD Corp Registered Program ID Nos

10001257391

Public Program Course Fee

Single Registration – RM 1,480.00 nett per participant

Group Registration – RM 1,110.00 nett per participant
(For 4 participants or more from the same organisation)

(The fee covers training materials, lunch, coffee/tea, snacks, supplementary notes, a detailed training report with assessment and a Certificate of Completion)

In-House Training Enquiry

For more information regarding our In-House/ Public Program courses, please email us your inquiry at sales@progresslink.com.my

or to speak to our Sales Consultant at +604- 297 6881 or 011-1289 6881

For public program schedules, please visit our website: www.progresslink.com.my/events/

Register TODAY

TRAINING FEES ARE ELIGIBLE FOR HRD CORP CLAIMABLE COURSE SCHEME.

PROGRESS LINK TRAINING & CONSULTANCY SDN BHD (880988-H)
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10470 Tanjung Tokong, Penang, Malaysia.
Tel : +6 04- 297 6881 Fax : +6 04- 297 6882
Email: sales@progresslink.com.my
Website: www.progresslink.com.my

COURSE MODULE

DAY ONE - FOUNDATIONS OF EFFECTIVE COMMUNICATION

INTRODUCTION TO COMMUNICATION SKILLS

- Definition and elements of communication
- Types of communication: verbal and non-verbal
- The impact of non-verbal cues on message delivery.
- Aligning verbal and non-verbal communication.
  (Activity: Non-verbal cues)

MASTERING COMMUNICATION STYLES

- Understand the importance of communication and interpersonal skills.
- The communication process
- Effective communication: overcoming barriers
- Communication style assessment
- The difference between passive, aggressive, and assertive communication.
- Techniques for assertive communication
  (Activity: Communication Style Role-Play)

EFFECTIVE ACTIVE LISTENING

- Good communication is interactive—you speak, and you listen
- How well do you listen?
- The difference between hearing and listening.
- Barriers to effective listening- 5 Types of Noises
- Techniques for active listening – SIER Model
- Effective questioning techniques
  (Activity: Listening Pairs)

THE USE OF POSITIVE COMMUNICATION AND EMPATHY

- Communicate professionally via telephone and face-to-face.
- Using the right words at the right time
- The role of empathy in communication.
- Building confidence in communication.
  (Activity: Empathy Mapping)

COURSE MODULE

DAY TWO - ADVANCED INTERPERSONAL SKILLS AND APPLICATION

INTERPERSONAL SKILLS AT THE WORKPLACE

- Managing your relationships at work
- Diversity at workplace
- Why Emotional Intelligence in communication important?
- Components of emotional intelligence
- Managing emotions during conversations.
- Building rapport and trust through emotional intelligence.
  (Activity: Emotional Intelligence Scenarios)

CONFLICT RESOLUTION AND DIFFICULT CONVERSATIONS

- Effective communication in managing conflict
- Common causes of conflict in communication
- Techniques for de-escalating conflicts
- Frameworks for difficult conversations – DESC Model
  (Activity: DESC Model Practice)

BUILDING AND MAINTAINING PROFESSIONAL RELATIONSHIPS

- Networking and Relationship-Building Strategies & Building Trust
- Importance of Empathy & Active Listening in Relationships
- Handling Different Personalities
- Cross-Cultural Communication
- The Art of Influencing Others
- Maintaining Professionalism in Communication
- Setting Boundaries - Balance professionalism with personal limits
- The Art of Praising and Criticising – The Sandwich Method
- The Crucial Role of Constructive Feedback - Choosing the Right Words
- Solving Problems Without Attributing Blame
- Restoring Damaged Relationships
- Handling Negativity in Others
  (Activity: Feedback Sandwich Practice)
  (Activity: Boundary Setting Exercise)

PRACTICAL APPLICATION AND ACTION PLANNING

- Reflect on current personal communication skills
- Identifying personal communication strengths and areas for growth.
- Setting SMART goals for enhancing communication and interpersonal skills.
  (Activity: Personal Action Plan)

PROGRESS LINK

REGISTRATION FORM

ENHANCING COMMUNICATION AND INTERPERSONAL SKILLS

2nd & 3rd MARCH 2026 (MON & TUE)

The Manager
PROGRESS LINK TRAINING & CONSULTANCY SDN BHD
C-3-1, Vantage Desiran Tanjung, Tanjung Tokong, 10470 Tanjung Tokong, Penang, Malaysia.
Tel: 04-297 6881; Fax: 04-297 6882
Email: sales@progresslink.com.my

Dear Sir/Madam,

Please register the following participant(s) for this program as follows:-

Course Title: ENHANCING COMMUNICATION AND INTERPERSONAL SKILLS Venue: JAZZ HOTEL, PENANG

Date: 2nd & 3rd MARCH 2026

Registration (Please tick (✓) accordingly)

☐ Single registration (1 x participant) = RM1,480.00 ☐ 2 x participants = RM2,960.00 ☐ 3 x participants = RM4440.00

☐ Group registration discount (Minimum 4 participants or more from the same organisation)

No. of participants _____ x RM 1,110.00 per pax = Total RM _____

Payment Method (Please tick (✓) accordingly)

☐ Claim under HRD Corp Claimable Courses scheme (Program ID: 10001257391 - Public)

☐ Enclosed cheque nos. _____ being payment made in favour of "PROGRESS LINK TRAINING & CONSULTANCY SDN BHD"

☐ Online transfer / Direct bank-in to PUBLIC BANK BERHAD account number 3194 100 708 *(please email us the bank-in slip)*

Requested by:

Name: _____

Designation: _____

Email: _____

Company name: _____

Address: _____

_____

Tel No.: _____ Mobile No: _____ Fax No.: _____

Signature: _____

Date: _____

Company Stamp

Terms & Conditions:-
Kindly forward the payment to us at least one week before the commencement of the program. A completed registration form submitted by fax, mailed, or e-mailed to Progress Link & Consultancy Sdn Bhd would be confirmed. All cancellations must be made in writing. There will be no charge for cancellations received 14 or more working days before the start of the program. Cancellation received between 7 – 13 working days before the start of the program is subject to a cancellation fee of 50% of the course fees. Cancellation received 6 working days and below before the start of the program is subject to a full 100% cancellation fee of the course fees. If the full course fees are payable if the participant fails to attend the program. However, a replacement may be accepted at no additional cost, subject to approval. Progress Link Training & Consultancy Sdn Bhd reserves the right to change the facilitator, reschedule or cancel the program and all efforts will be taken to inform participants of the changes. Should the program be cancelled or postponed, Progress Link Training & Consultancy Sdn Bhd is not responsible for covering airfare, hotel, other travel costs, or any additional costs incurred by the participants.

1. Participant Name :

IC or Passport No :

Designation : **Mobile No:**

Email address :

2. Participant Name :

IC or Passport No :

Designation : **Mobile No:**

Email address :

3. Participant Name :

IC or Passport No :

Designation : **Mobile No:**

Email address :

4. Participant Name :

IC or Passport No :

Designation : **Mobile No:**

Email address :

5. Participant Name :

IC or Passport No :

Designation : **Mobile No:**

Email address :

(If there are more participants, please attach a separate list)