



**MEF**



# Workplace Communication and Conflict Resolution Skills

Date: 29-30 May 2024

Venue: MEF PJ

Time: 8.30am – 5.00pm

Course fee:

RM1,600 per pax for MEF members

RM1,800 per pax for non-members



<https://forms.office.com/r/Zj2mn5LVA8>

For enquiries, contact 0374987200 Nazlina or email [nazlina@mef.org.my](mailto:nazlina@mef.org.my) or [roszana@mef.org.my](mailto:roszana@mef.org.my)

## About the Course

This program is designed to help individuals to improve their professional communication and conflict resolution skills and build confidence in their ability to effectively communicate in various workplace.

Through interactive sessions and practical exercises, participants will develop their presentation skills as well as learn strategies for effective collaboration and conflict resolution. Our program is led by experienced instructors who provide personalized feedback and guidance to help each participant achieve their communication goals.

## Course Objective

### 1. Enhancing communication skills.

The workshop focuses on improving participants' verbal and non-verbal communication skills, such as active listening, effective speaking and body language.

### 2. Developing assertiveness.

Participants learn to express their thoughts, feelings and needs in a clear and confident manner without being aggressive or passive.

### 3. Practicing communication in real-life situations.

The workshop provides opportunities for participants to practice their communication and confidence skills in realistic scenario, such as role-playing exercises.

## Target Audience

This impactful workshop is designed to inculcate **Junior Executives, Probationary Employees, Supervisors** and **Support Staff** with the knowledge, skills and attitudes to communicate better and the workplace.

## Key Take-Aways

### 1. Improved communication skills

Participants may be able to express themselves more clearly and effectively, listen actively and respond appropriately to others, and understand the importance of non-verbal communication.

### 2. Increased self-confidence

Participants may feel more confident in themselves, their abilities and their interactions with others. They may be better equipped to handle challenges and make decisions with greater self-assurance

### 3. Enhanced interpersonal skills

Participants may be better able to build and maintain positive relationship with others, including colleagues, clients and stakeholders. They may also be more adept at navigating conflicts and providing constructive feedback.

## Course Agenda

	Day 1	Day 2
8.30am	Registration	Registration
9.00am	Introduction to the Course	Module 3: Teamwork: Choice or Compulsion?
10.30am	Tea break	Tea Break
10.45am	Module 1: Work, Career, and Self	Module 4: Negotiation and Conflict Management
1.00pm	Lunch break	Lunch Break
2.00pm	Module 2: Ethics and Professionalism	Module 5: Strategies for Managing Work Stress
3.30pm	Tea break	Tea Break
3.45pm	Group Presentation	Group Presentation
5.00pm	End of Day 1	End of Workshop

## Trainers Profile



**Vignesh Velayuthan**, is a dynamic and result oriented trainer with 25 years of experience in a leadership position in the MNC & Hospitality industry. He carries wide experience & knowledge gained from working in various countries such as Singapore, Indonesia, Switzerland & UK. He articulates various managerial positions, project management, trainings & HR Skills in manufacturing and hospitality industries. Graduated from Universiti Kebangsaan Malaysia (B. Econs) and Post Graduate Hospitality Management (PGD) from HIM, Switzerland, he is also a Certified CIPP (AIBFM). He has an innate sense of task prioritization, managerial aptitude, training & development and result oriented attitude towards accelerating organizational growth in a competitive environment. With his wide range of experiences working in various industries and MNC's, he have mastered in many areas as such People management/relations, HRM, Team Building (TB), ISO management & workplace safety.

**Farha Uzaimi** is a result-oriented, certified trainer who strongly believes in Human Capital Development. Her intense passion in learning and training makes her one of the trainers in Malaysia acknowledged by the Panel of Pembangunan Sumber Manusia Bhd (PSMB) to conduct its HRDF Train-The-Trainer and Master Trainer Cert IV in Training and Assessment programs for the public and private sectors. She has sound working experience in education (special needs, young learners, and tertiary levels), human resource management, coaching, instructional design, travel and tourism, hospitality, and retail. She thrives at working in a multiracial environment and works closely to conceptualize, plan and implement ideas based on the organization's vision and mission towards achieving its goals and objectives.

