



MEF

Communication Skills, Ethics, Conflict & Time Management



Ethics is knowing the
difference between
what you have a right to
do and what is right to
do.
Potter Stewart



DATE: 9-10 SEPTEMBER 2024

VENUE: EASTIN HOTEL (KL)

PRICE:

- **RM 1800 per- person** (inclusive of 8% SST)

Please Click the link below for registration :-

<https://forms.office.com/r/gQ2g6Vx2JA>

Please Scan QR Code =>



**POOR TIME
MANAGEMENT
LEADS TO STRESS
AND OVERWHELM
AND IN RETURN
LEADS TO
PROCRASTINATION
ON THE THINGS YOU
NEED TO DO TO
SUCCEED.**

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About the Course

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

Through interactive sessions and practical exercises, participants will develop the understandings on ethics at workplace.

Our program is led by experienced instructors who provide personalized feedback and guidance on time and stress management.

Course Objective

1. Enhancing Communication Skills

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

2. Ethics & Professionalism At Workplace

Gives overview on workplace ethics which refers to a specific set of moral and legal guidelines that organizations may abide by.

3. Stress & Time Management

Emphasis on good time management which is essential to handle heavy workload without excessive stress. Teaches on delegation which will improve time management and reduce stress during heavy workload.

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. Improve 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. Enhance the ethics understandings

Acting ethically in business means more than just obeying laws and regulations. It also means being honest, doing no harm to others, competing fairly, and declining to put your own interests above those of your employer and coworkers

3. Guide to handle stress / time management

Managing your time better can reduce your likelihood of experiencing burnout, as it ensures you have more time to rest and deal with other things that can cause mental, emotional, or physical distress

Course Agenda

	Day 1	Day 2
8.30am	Registration	Registration
9.00am	Introduction & Ice Breaking	Module 3: Ethics and Professionalism
10.30am	Tea break	Tea Break
10.45am	Module 1: Interpersonal Communication Skills	Module 4: Conflict Management
1.00pm	Lunch break	Lunch Break
2.00pm	Module 2: Time Management & Delegation	Module 5: Case Studies (Ethics / Conflicts)
3.30pm	Tea break	Tea Break
3.45pm	Work Life Balance (Motivation)	Conclusion
5.00pm	End of Day 1	End of Workshop



TRAINERS PROFILE



DR. DZULZALANI EDEN (MEFA Director/Trainer)

DR. DZULZALANI EDEN - As the Director of MEF Academy and a seasoned Trainer, he brings over 30 years of experience in labour and industrial relations. Before joining the Malaysian Employers Federation, he began his career in 1990 with the Ministry of Human Resources, where he held multiple positions, including Senior Labour Officer, Industrial Relations Officer, and Senior Assistant Director of Labour at both the Department of Labour Sarawak and the Ministry's Putrajaya office. His responsibilities encompassed enforcing labour laws through workplace inspections, managing labour complaints and dismissal cases, providing advisory services, and engaging in public consultation. His passion for teaching and learning began when he served as a part-time lecturer in labour laws at Universiti Malaysia Sabah and in marketing management at Monash University, Melbourne. Following the attainment of his PhD in Human Resources and Industrial Relations from Victoria University, Melbourne, he assumed the role of Senior Lecturer in Industrial Relations and Labour Studies at Universiti Malaysia Sarawak (UNIMAS) in 2014, where he taught human resources, labour laws, negotiation, and trade unions. He has also taught in the Master's and Doctoral programs at UNIMAS. As an accredited trainer with the Human Resources Development Corporation (HRDC), Ministry of Human Resources, has delivered numerous training sessions across Sarawak, Sabah, and West Malaysia. His sessions cover a range of topics, including the Labour Ordinance, Employment Act, Industrial Relations Act, negotiation and conflict management, and managing disciplinary issues, and have been attended by HR practitioners, managers, and executives.

VIGNESH KV (MEFA Consultant - Training)

Mr 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) & HRDC Certified. He has an innate sense of task prioritization, managerial aptitude, training & development and result oriented attitude towards accelerating organizational growth in a competitive environment.