



INTERPERSONAL & COMMUNICATION SKILLS



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DATE: 25-26 June 2024

VENUE: MEF Academy (Training Center)
Phillio Damansara 2, PJ

FEE: RM 1600.00 (Per-participant)
Price includes 8% SST

OVERVIEW

Good communication is an essential tool in achieving productivity and maintaining strong working relationships at all levels of an organization. Employers who delivers clear lines of communication will rapidly build trust among employees, leading clear lines of communication which will build trust among the employees, leading to increase in productivity, output & morale in general. Meanwhile, employees who communicate effectively with colleagues, managers & customers are always valuable assets to an organization and it is a skill which can often set people apart in the organization. Poor communication in the workplace will inevitably lead to low confidence in their abilities which will lead to demotivation inevitably in the organization.

OBJECTIVE

1. Professionally Communicate with different types of people
2. Understand the sensitivities during Communication
3. Able to respond and clarify information effectively.
4. Enhance the listening abilities and connect better with audiences

METHODOLOGIES:

- Case Study
- Group Activity
- Role Play
- Videos

PARTICIPANTS:

- Managers
- Executives
- Supervisors

DURATION:

- 2 days (14 Hours)



COURSE OUTLINE

MODULE 1: UNDERSTANDING COMMUNICATION PROCESS

- What is communication all about
- Understanding the process of Communication
- Getting to grips with individual responses

MODULE 2: SEEING, HEARING & FEELING YOUR WAY TO BETTER COMMUNICATION

- Getting to grips with senses
- Listening to the world of words
- Acknowledge the importance of the eye
- Making VAK system work for you

MODULE 3: QUESTIONING AND LISTENING SKILLS

- Listen, Clarify & Respond
- Paraphrase/ Summarize
- Asking question tips
- Asking questions to help Make decisions
- Challenging limited beliefs

MODULE 4: CREATING A RAPPORT

- Knowing why rapport is important
- Having basic techniques of building rapport
- Understanding others point of view

MODULE 5: INFLUENCING WITH INTEGRITY

- Language of persuasion
- Understanding the META Communication model



Trainer Profile: Vignesh K Velayuthan

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). 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:** Leadership, supervisory skill, conflict management, recruiting new staff, motivating, and encouraging staff to achieve targets and succeed project management.
- **HRM :** Job design and job analysis, recruitment and hiring, employee training and development, employee performance management, Training Needs Analysis (TNA) - identifies training and development needs for employees for better job efficiency.
- **Team Building (TB)** - responsible for organizing the TB programs for an assigned team in an organization. Enhance and bring the motivational factor among the participants
- **ISO management & workplace safety** - performs quality control inspections and communicates to department workforce/leaders towards achieving the company's goals and objectives.

CORPORATE EXPERIENCE

He has substantial work experience in several big industries such as semiconductor, electronics and hospitality at an operations management level and People relation/management. His wealth of experience has given him great insights and firsthand experience in People Management, Operations & Quality Management for thousands of employees. He is also very well versed in ISO management has conducted many in-house trainings related to these industries.

PROJECT INVOLVEMENT AND CONTRIBUTIONS

During his tenure in Western Digital (M) & Matsushita Electronics (Indonesia) his biggest achievement was to handle the entire New production floor opening, reviewing the entire Operation Department process with tremendous cost efficiency and reduction of error and rejection rates. Further to this, he also has successfully done the Hotel opening project in Penang and Fast Food (Domino's) Outlet opening at Cyberjaya. In addition to this, Mr Vignesh was also involved in property management projects that resulted in big cost saving measures to the companies he served (PPC International).

TRAINING STYLE

For the past 10 years, Mr Vignesh has been conducting trainings actively and received an excellent track record as an outstanding trainer with an emphasis on his structured training & assessment approach. He runs trainings for all levels of employees from Line leaders to Managers of Multinational companies and Small Medium Corporations. His training ratings are high and has been labelled by participants as a "high-caliber" and "passionate and conscientious" speaker who shares his life experiences well. With his skillful delivery and substantial experience in the corporate world, one can expect to learn advanced topics with management skills to be better equipped for the challenges ahead.

QUALIFICATIONS :-

B.Econ (Hons) – Uni Keb Mal (UKM)

PGD Hotel Management – HIM Switzerland

Certified International Purchasing/Procurement Professional (CIPP)

Train The Trainer (TTT) – HRDC

Certified Safety Training (WAH) – Level 1 & 2 – Safety Training Consultancy

Certified Confined Space Standby Person – NIOSH

Certified ISO (IMS) 9001/18001/45001 – GT Consultancy