



Date : 1-2 Aug 2024
Time : 9am-5pm
Venue : MEF Training Center, Petaling Jaya

Course fee:
RM1,800 per pax
(include SST 8%)



<https://forms.office.com/r/BT0saGa7Wt>



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**WORKPLACE COMMUNICATION
& CONFLICT RESOLUTION SKILLS**

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



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) – HRDF Corp

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

Certified Confined Space Standby Person – NIOSH

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