

TEAM COMMUNICATIONS



Introduction

For greater productivity and a conducive work environment, good communications among teams and departments are essential. When communications are clear and vibrant, there will be more understanding among employees, more goodwill and fewer conflicts among them.

Communication among team members must be open, direct, timely and relevant. It is also essential for teams to have a wide circle of influence and this is achieved partly through a sound ability to communicate.

This 2-Day workshop is designed to empower you with knowledge and tools on how to be an effective team player and communicator.

Content Outline:

1. The Importance of Open Team Communication
2. Behaviours that cause Breakdowns in Team Communication
3. Types of Verbal Communication
4. Use of Nonverbal Communication
5. Language and Impact on Communication
6. Influencing and Persuading Team Members
7. Winning Trust from Team through Active Listening
8. Team Guidelines for Effective Communication
9. Putting It All Together

Methodology

This workshop is designed to use a blended approach of sharing knowledge concepts with practical workshop activities. Participants will learn from experiential exercises. The following tools and techniques will be used:

- Individual and group work
- Quizzes
- Peer group sharing
- Case studies
- Team Communication Guideline /Framework Role play
- Communication Strategy Framework
- Communication Guidelines model
- Videos
- Workbook
- Facilitator's feedback and input

Who Should Attend

- Management
- Those who have to lead and manage teams

FACILITATOR

Philip Tan

- Bachelor of Laws (Hons), University of Wolverhampton, UK
- Practitioners' Diploma in International Advertising (Dip.IAA, New York)
- Cert.Ed (TESOL), Pantai Valley Teachers' College, Kuala Lumpur
- Master in Business Administration , Soft Systems Methodology, University of Hull, UK
- Higher Group Diploma in Public Relations, Sales Management, Marketing and Advertising (Institute of Commercial Management, Bournemouth, UK)
- Associate Estate Planning Practitioner (AEPP), UK

Philip is a public speaker, master trainer, researcher and consultant. He has held senior management portfolios in diverse industry and has over 15 years of experience in the field of corporate training. Among the organisations he has trained in-house includes Hewlett Packard, Ministries from the Government of Malaysia, I-CIMB, IM4U Sentral, Australian High Commission, COWAY, JOTUN, Malaysia Airports Berhad, SIEMENS, etc.

Team Communications

13th – 14th Jul 2017 (Thur-Fri), 9 am - 5 pm

Fees: Member – RM1000.00
Non-Member – RM1200.00
Group (min 3) – RM1100.00

Name (1): _____

Name (2): _____

Name (3): _____

Company: _____

Address: _____

Postcode: _____ City: _____

Tel: _____ Fax: _____

Handphone: _____ E-mail: _____

Payment Details:

By Cheque / Cash: I enclose cash/cheque RM _____ payable to **'Women's Institute of Management'**

Bank the payment into **Women's Institute of Management**'s account:

Bank : **CIMB Bank Berhad** Account No.: **8000694925**

(fax or email the bank-in slip as the proof of payment)

By Credit Card: Please charge RM _____ to my credit card: V / M

Name of Cardholder: _____

Credit Card No.: _____ Expiry Date: _____

Card Issuing Bank : _____

Please tick if you are WIM Member

I understand that a place is reserved when payment has been received by WIM

Signature _____ Date _____

REGISTRATION FORM

ADMINISTRATIVE DETAILS

Venue: 1st Floor, Wisma WIM
7, Jalan Abang Haji Openg
Taman Tun Dr. Ismail
60000 Kuala Lumpur.
Tel : 03-7725 0268 / 0288 ext 16
Fax : 03-7725 0286
E-mail : nyk@wimnet.org.my
Website: www.wimnet.org.my

Fees inclusive of 6% GST, refreshments, luncheon, course materials and Certificate of Attendance.

REGISTRATION POLICY

REGISTRATION

Registration Form must be completed and submitted together with full payment of the seminar fees to WIM before commencement of the seminar. Otherwise, we may have to treat your registration(s) as unconfirmed.

SUBSTITUTION OR CANCELLATION

Substitution of participant(s) is allowed provided WIM is notified in writing of the same with the name of the new participant(s) at any time prior to commencement of the seminar.

WIM reserves the right to cancel, reschedule or postpone the seminar due to unforeseen circumstances. Every effort will be made to inform registered participants.

PAYMENT

Payment paid is not refundable.

GROUP DISCOUNT

An organization sending 3 or more staff members to attend is entitled to RM1100 per participant.

HRDF SBL Claimable