COMMUNICATION

Sajni Dharamdass

She attained her Master in Human Resource Management from Canterbury, University, Certificate in TEFL/TESOL from Teflex, UK, and Certificate in Safety & Health Officer – National Institute of Safety and Health (NIOSH). As a consultant and trainer, she is specializing in people development, English Language and Safety & Health. She has more than 18 years of training experience in various corporate companies.

Be a consistently professional communicator—even in difficult circumstances . How well you communicate can make or break your professional image. It directly influences how others view your work and performance - as well as your prospect for career advancement and mobility. Unfortunately, being diplomatic, tactful and credible doesn't always come naturally to people. Even when it does, such communication can easily be derailed by emotions and conflict. To be a communicator who is skilled in all three areas, it takes awareness, training and know-how to apply proven techniques to all kinds of situations.

Target Audience

Executive, Manager, Supervisor, Administrators, Customer Service Staff, Front Line Staff and Everyone who communicates.

Methodology

This program is conducted in a highly interactive manner where it enables the participants to have experiential learning throughout the training session. All the modules include one or more of the following methodology:- *Group Work, Case Study, workshop, Role Play & Presentation*.

Course Outline

MODULE 1
What is Communication?
MODULE 2
The Importance of Perception
MODULE 3
Communication Styles Difference
MODULE 4
Effective and Powerful Communication

MODULE 5
Effective Learning Skills
MODULE 6
Diplomacy, Tact and Credibility
MODULE 7
Body Language — The Language Everybody Speaks
MODULE 8
Conversation Management

Training Programme Details

Date   : 26 & 27 September 2018

Day   : Wednesday & Thursday

Venue   : Wisma WIM

Time   : 9.00 am to 5.00 pm

Fees   :

a) Normal Price   :RM 1200
b) Early Bird   :RM 999
c) WBN /Alumni   :RM 800
d) Group (Min. 3)   :RM999/Pax

HRDF CLAIMABLE

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Registration Form

Name (1) : _____

Name (2) : _____

Name (3) : _____

Company : _____

Designation : _____

Address : _____

_____

_____

Postcode : _____ City: _____

Telephone : _____ H/P: _____

Email : _____

Mode of Payment

Cash / Cheque

I enclose cash / cheque RM _____

payable to the **'WOMEN'S INSTITUTE OF MANAGEMENT'**

Bank Transfer

Women's Institute of Management Account CIMB Bank Berhad :
8000 69 4925 (Fax or email bank-in slip as proof of payment)

Credit Card

Please charge RM _____ to me credit card (Visa /
Master)

Name of Cardholder : _____

Credit Card No. : _____

Expiry Date : _____

Issuing Bank : _____

Are you a WIM Member : **Yes** ☐ **No** ☐

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

Signature : _____ Date : _____

Course Fee			
Normal RM 1200	☐	WBN / Alumni RM 800	☐
Early Bird RM 999	☐	Group (Min. 3) RM 999/pax	☐

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.

Mailing Address

Venue : 1st Floor, Wisma WIM

7, Jalan Abang Haji Openg, Taman Tun Dr. Ismail 60000 , Kuala Lumpur.

Tel : 03-7725 0268 / 0288 ext 16

H/P : 014 588 0518

Fax : 03-7725 0286 / 77274318

E-mail : ram@wimnet.org.my

Website : www.wimnet.org.my

Fees inclusive of tea-breaks, luncheon, course materials and Certificate of Attendance.