



**Asia Masters Center**

# **Communication Skills & Negotiation Strategies & Persuasion**



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**Asia Masters Center**

## **Communication Skills & Negotiation Strategies & Persuasion**

### **➔ Course Objective**

- An understanding of how to plan and execute communication
- Awareness of one's communication style
- How to read and adapt to feedback and body language
- Increased skill in presenting, questioning, listening and observing
- Practice and confidence in delivering communications

### **➔ Target Audience**

- Customer-facing professionals
- Customer Relationship Supervisors & Managers
- Section head & Middle Managers
- Customer Service team members



**Course Outline**

➤ **DAY 1**

➤ **Communicating Yourself**

- What is Communication?
- Types of Communication
- Your role and beliefs when communicating
- How to listen; really listen...
- Reading people
- Developing your awareness

➤ **DAY 2**

➤ **Verbal Communication**

- Self-awareness and Emotional Intelligence
- Communication Styles
- Para-language
- Understanding the power of your voice and posture
- Positive and negative language
- Giving & receiving feedback

➤ **DAY 3**

➤ **Non-Verbal Communication**

- The range of Non-Verbal communications
- Body Language
- Gestures
- Communicating in Meetings
- Written Communications outlined

➤ **DAY 4**

➤ **The Art of Presentation**

- Preparing to present
- Planning what to say (and what not to)
- Visual Aids and Stagecraft
- Using Q&A sessions to your advantage



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- Changing your Emotional State for success
- Presentation Practice and Feedback
- **DAY 5**
- **Influence, Persuasion and Conflict Management**
- A model of persuasion; Push versus Pull
- Understanding Conflict and its positions
- Who do you think you are (and come across)?
- Talking Organisationally
- Cross Cultural Communication
- Planning to make a difference
- The design of financial models for forecasting and decision-making

➤ **The Feature Of Asia Master Training And Development Center**

- we pick up the customer from the airport to the hotel.
- we give the participant training bag includes all the necessary tools for the course.
- Working within groups to achieve the best results.
- All our courses are confirmed and we do not postpone or cancel the courses regardless of the number of participants in the course.
- We can assist you in booking hotels at discounted prices if you wish to book through us.
- We offer the certificate from Asia Masters Center for Training and Administrative Development.

➔ **The Cost Of The Training Program Includes The Following:**

- 1) Scientific article on flash memory.
- 2) Training Room.
- 3) Training.
- 4) Coffee break.
- 5) The training bag includes all the tools for the course.



## Asia Masters Center

### Price (USD)

Communicate with the training department  
to know the participation fees

➤ **There are offers and discounts for groups**

### The details of the bank account

Bank name: CIMB Bank Berhad

Account name: Asia Masters Center SDN. BHD

Bank account number: 80-0733590-5

Swift code: CIBBMYKL

IBAN: Null