



Asia Masters Center

Communication Skills



Communication Skills

Course Objective

Communication Skills training course aims to enable participants to build high achieving teams where people feel valued by:

- Showing they are listening to and respecting others
- Clarifying objectives and expectations and providing support as individuals seek to attain them
- Developing a collaborative team culture where people work together to achieve goals and overcome challenges
- Ensuring everyone contributes to discussions and all points of view are heard before making decisions that are then supported by the team
- Using presentations to win recognition for team achievements and support for goals.

Target Audience

- People who supervise others and wish to improve their communication skills
- People who lead teams and wish to do so more effectively
- People who have been identified as having potential for leadership roles
- Executives who want to develop capabilities in motivating and inspiring people

➔ Course Outline

Day 1

- Sharpening-up Active Listening; Giving Feedback
- Paying attention to words and body language
- Controlling ourselves so we can learn from others
- Asking good questions and listening to answers
- Checking understanding and reframing
- Finding time-out space for one2one feedback
- Keeping feedback timely and motivating

Day 2

- Building Relationships Based on Trust; Creating Respect for Others; Enabling Collaboration
- Building truthfulness, responsiveness, consistency, loyalty and capabilities
- Encouraging openness and willingness to share ideas and information
- Developing a collaborative culture within our team
- Rewarding accountability and collaboration
- Developing a collaborative mindset
- Creating a cohesive team with mutual respect

Day 3

- Conveying the Organisation's Vision; Setting Clear Priorities; Motivating & Persuading
- Creating a sense of urgency and purpose that motivates people
- Creating ownership so the vision is shared and empowering
- Clarifying deadlines and expected performance standards
- Checking understanding and gaining agreement

- Keeping people committed to the team
- Giving opportunities to succeed

Day 4

- Facilitating Discussion & Debate; Win-Win Negotiations; Managing Effective Meetings
- Paying attention to diverse personalities and undercurrents
- Ensuring everyone contributes
- Focussing on positive outcomes for all parties
- Aiming for commitment, not just agreement
- Key responsibilities of the meeting chair
- Maintaining interest and participation during meetings

Day 5

- Giving Presentations; Action Planning
- Structuring presentations so key points are understood and remembered
- How to include a call to action that leads to change
- A positive image: body language, dress code and voice
- Building rapport with the audience
- Avoiding pitfalls: stage fright, hostile questions, yawning and other problems
- Developing a personal action plan

➤ **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.

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