

# EFFECTIVE COMMUNICATION & INTERPERSONAL SKILLS

## Date, Time & Venue

4 & 5 November 2019 (Monday & Tuesday)

9.00 am – 5.00 pm

NKF Training Centre, C23-03, Block C, 3-Two Square,  
No. 2, Jalan 19/1, 46300 Petaling Jaya, Selangor.

**NKF TRAINING SDN. BHD.**



## Who Should Attend

Executives \* Supervisors  
\* Assistant Managers \* Team Leaders

## Introduction

In the global marketplace, people from different countries with different backgrounds often work side by side physically and/or electronically. Effective communication in the workplace is essential for businesses to thrive. However, for many, just learning English is not enough. Many English learners have a growing need for workplace English. This course will advance participants' basic understanding of company specific procedures and improve their English in the workplace with co-workers, managers and supervisors.

## Course Outline

- 1) Business Writing Principles, Strategies and Applications
- 2) Effective Workplace Presentations
- 3) Effective Employment Communication
- 4) Pronunciation Improvement
- 5) People Skills
- 6) Placing the Calls

## Methodology

- 1) Content-based materials lecture;
- 2) Audio/visual aids;
- 3) Practical activities;
- 4) Discussion;
- 5) Role-plays and presentations;
- 6) Featuring simulated meetings; and
- 7) Negotiations and case-studies.

## Course Fee

**Early Bird Rate:** RM 680/pax (before 21<sup>st</sup> October 2019)

**Standard Rate:** RM 730/pax

### Group Registration:

RM 680/pax (Minimum of 3 pax)

\*Course fee is inclusive of meals and kits.

## Learning Objectives

By the end of this programme, participants will be able to:

- Perform basic oral communication skills;
- Provide directions and company information;
- Strengthen skills and confidence in the workforce;
- Write workplace messages using appropriate English language convention;
- Communicate more effectively with co-workers and clients; and
- Enhance efficiency and customer service.
- Conflict Management

## Trainer

Nasyeela Dzulkifli is a HRDF's certified trainer, graduated from International Islamic University Malaysia (IIUM) with a Bachelor Degree of Human Sciences in English Language and Literature (Honours), minoring in Islamic Studies and Sociology. Growing up in the United States and having her full elementary education there during her critical acquisition stage has helped her develop excellent English communication skills as well as becoming fluent and proficient in the language throughout her career development.

Nasyeela is a member of the Malaysian Voice Guild, and as a talent does voiceover recordings for E-Learning productions, coursewares and explainer videos for high profile companies such as PETRONAS, TUDM, MARA, NIOSH and others. She is also involved in jingles, documentaries, narrations and voice acting.

## Registration

To register, please fill up the registration form and email it to us at [training@nkf.org.my](mailto:training@nkf.org.my) or fax it to **03-7960 2359**  
**Due Date : 29<sup>th</sup> October 2019**

**LIMITED SEATS ONLY. RESERVE YOUR SEATS NOW!**

## Contact Us

Please do not hesitate to contact us if you have any further queries:

Pn. Farah / Pn. Khairani | Tel: 603-7960 2301/02 | Fax: 603-7960 2359 | Email : [training@nkf.org.my](mailto:training@nkf.org.my)



**REGISTRATION FORM**  
**EFFECTIVE COMMUNICATION & INTERPERSONAL SKILLS**

Name of Participant: \_\_\_\_\_ I/C No.: \_\_\_\_\_

Designation : \_\_\_\_\_ Mobile No.: \_\_\_\_\_

Company : \_\_\_\_\_

Address : \_\_\_\_\_

Telephone No. : \_\_\_\_\_ Fax No. : \_\_\_\_\_

Email Address : \_\_\_\_\_

**Group Registration: Please provide name list with I/C number**

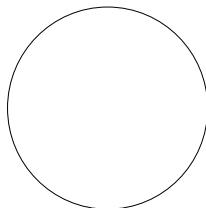
| No. | Name | I/C No. |
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| Registration type                        | Course Fee   |
|--|--|
| Individual Registration                  | <input type="checkbox"/> RM 680.00 (Early Bird – before 21 <sup>st</sup> October 2019)<br><input type="checkbox"/> RM 730.00 (Standard Rate) |
| Group Registration<br>(Minimum of 3 pax) | <input type="checkbox"/> RM 680.00 X (No. of Pax : _____)<br>Total = RM _____  |

\*Management has the right to change the date of the event with notice given in advance.

\*All payments (i.e. fund transfer/internet banking/cheque) are to be made in favour of the “NKF Training Sdn. Bhd.”, CIMB Bank Account No.: **8010129570**. Please email/fax to us a copy of the payment receipt/slip.

I/We hereby declare that I/we have read and understood the contents of the privacy notice of NKF displayed on the NKF website at [www.nkf.org.my](http://www.nkf.org.my) and confirm my/our consent for NKF to use my/our personal data for the purposes and to the parties stated in the privacy notice.



\_\_\_\_\_  
**Signature of Employer**

**Company Stamp**

**Date :** \_\_\_\_\_

**CLOSING DATE FOR APPLICATIONS NOT LATER THAN 29<sup>th</sup> OCTOBER 2019**

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