

COMMUNICATION AND RELATIONSHIP IN THE WORKPLACE

29-30 MARCH 2022
• 9AM-5PM •

If you have ever had a miscommunication in the new millennium, either verbal or digital, then you know that words and actions mean different things to different people. Every day those differences in communication cost your business or organisation a lot in terms of time, energy and money. Compounded with the communication methods and styles of the new generation, we are faced with endless situations where what we mean is not what is perceived, and what we perceive is not what was intended. Bridging those differences requires effective communication; the foundation for excellence in leadership, performance and management.

BENEFITS AND OUTCOMES

- Build relationships effectively
- Develop the power of perspective
- Improve your personal style of communicating
- Resolve conflicts professionally
- Understand and employ the communication process effectively

Please fill up the training requisition form and email to Pauline from HR Dept:
pauline@ucsigroup.com.my

A certificate of achievement will be awarded at the end of workshop

PAYMENT DETAILS:

Payable to **UCSI Extension Sdn Bhd**
CIMB Bank Account No: 80 07 03 6597

 **016 - 278 8090 / 012 - 296 7082**

Email your receipt to
Kimberley at kimberley@ucsiextension.com
Hao Ran at kokhr@ucsiextension.com

COURSE OUTLINE

Day 1:

Module 1: Overview

- Context setting
- What is communication to you
- The Communication Staircase model
- Our worldview
- Barriers to communication

Module 2: Interpersonal Communication

- Building credibility
- The 4 Quadrant Communication Model
- Identifying your personal style of communicating
- Developing your style towards effective relationship building
- Shifting into positive action

Module 3: Being Effective In Communication

- Applying learning in the workplace and relationships
- What others say and do and what is important to them
- What we do more of when interacting with others
- What we avoid doing when interacting with others
- World café: Revealing our blind spots

Module 4: Overcoming Challenging Situations

- Bad News Bears
- Gossip Mongers
- Drama Kings and Queens
- Chicken Littles
- The Victims
- Bullies and Back-stabbers

Day 2:

Module 5: Key Pillars In Communication

- The perfect cup of tea
- Discovery questioning
- Funnelling
- Active listening
- The art of being curious

Module 6: The Art Of Feedback

- Feedback and Shock, Anger, Reject/Reflect, Acknowledge, Help (SARAH)
- Supportive and corrective feedback scenarios
- The BOOST+ model
- SPEED feedback
- Fly-On-The-Wall

Module 7: Handling Resistance

- Definition of resistance
- Sources of resistance
- Common reactions to resistance
- The Merry-Go-Round model
- Techniques in handling resistance

Module 8: Relationship Management

- Building meaningful relationships
- 4 levels of relationship experience
- The WOW factor
- Creating a relationship commitment contract
- Coaching performance



Sindra Arumugam

Sindra has vast experience in the automotive, financial services, business process outsourcing, and consulting industries. She has worked for Standard Chartered Bank, HSBC, Asia Assistance Network, AIA, and Sime Darby AutoConneXion. During her tenure in these organisations, she headed various portfolios, for example, the front line and branch operations, focusing on customer service and operational efficiency. In her last corporate position, she played an instrumental part in client relations for brands like Ford, Alfa Romeo, and Land Rover. She also has nine years of experience in conducting training and coaching, focusing on customer relationship management.

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