

**Symphony Digest**

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Programme No: 10001362304



# EMOTIONAL INTELLIGENCE in business communication



Sign up for insights  
that can turn you and  
your business into  
more success.

**EARLY BIRD PRICE: RM1,850**

**NORMAL PRICE: RM2,070**

(inclusive of SST & HRDC Admin Fee)



**3 - 4 DECEMBER 2024**



**09:00AM - 05:00PM**



**CONCORDE HOTEL, KL**

Please collect your RM20 TNG eWallet  
reload pin at registration desk.



Contact Us  
**010-238 7806**  
**010-393 2800**

More Info  
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## TOPICS COVERED

- Connect with People Instantly
- 3 Keys Success Factors to Jumpstart Your Connection
- All Good Relationships are About Conversation
- The Art of Dealing with Question, Feedback and Conflict
- The L.A.R.A.S Method. to Answering Question
- Dealing With Conflict with TKI Model

## TRAINER'S PROFILE

The Trainer is a Team Coaching Specialist, Transformational Communication Coach and Facilitator who consistently helps organizations and individuals to enable and achieve their objectives through sustainable benefits and value creation with team coaching skills through effective communication and gamification activities. With more than 18 years in sales and coaching experience, the trainer is passionate in helping individuals who face challenges in their work communication and to support their journey to quantum leap success. She had led a motivated team to achieve nine-figure team sales milestone with a MNC property developer, Sunway Property. Her greatest joy was to see her peers grow and be successful under her mentoring and coaching on how to present themselves, help customers to make decisions and provide excellent customer service. She is also a business coach to help individuals discover their strengths, uncover strategies and opportunities to empower them to excel in business and life, starting by working on their communication skills. She has worked with partners from diverse backgrounds including Coca-Cola, Dell Technologies, Lazada, Intel, Danone, Tokio Marine, Shiseido, Prudential, Prudence Foundation, Public Bank, Alliance Bank, Symphony Life Berhad, SunSuria Berhad, Iproperty Malaysia and many others.

## REGISTRATION

### Contact Person

Name:

Company:

Contact No.:

Email:

Address:

### Participant 1:

Contact No.:

Email:

### Participant 2:

Contact No.:

Email:

### Notes:

1. For cancellation less than 14 days before or non-arrival on the training day, no refund will be given. Substitution is allowed.
2. Should the number of participants be too low to make the course a meaningful learning experience, Symphony reserves the right to postpone or cancel the training.
3. HRDC grant application shall be applied and approved before the training day. Maximum claim from HRDC is RM1,300 per day. The balance, if any, is to be topped up by client.