



# Mastering Communication Using NLP

Speak & Write Like a Pro

## What you will learn:

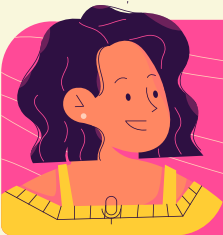


### 1. Enhance Communication Proficiency:

- Refine communication skills
- Improve verbal articulation, non-verbal cues, and active listening abilities
- Communicate effectively in diverse setting

### 2. Master Presentation Skills:

- Deliver captivating presentations
- Structure presentations effectively and craft compelling narratives
- Utilize visual aids to convey impactful information



### 3. Increase Persuasion and Influence:

- Influence outcomes and drive change
- Craft persuasive messages that resonate and sway opinions
- Motivate action and achieve desired results

### 4. Gain Confidence and Presence:

- Engage in confidence-building exercises and practice sessions
- Project confidence and gravitas in communication and presentations
- Captivate attention and earn respect



Date

**19 - 20 May 2025**

Time

**9:00 a.m. - 5:00 p.m.**

Venue

**Hotel Concorde, Kuala Lumpur**

**Early Bird Price:**

**RM2,340**

*register before 5 May*

**Normal Price:**

**RM1,200**

*(inclusive of SST)*

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

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## DAY 1

### MODULE 1: THE ART AND SCIENCE OF COMMUNICATION

- Understanding the Fundamentals in Presentation Context.
  - Craft a comprehensive definition for a holistic approach to communication.
  - Explore the Communication Model, uncovering hidden “background noises”.
  - Dive into 5 Areas of focus on Negative Communication filters.
  - Challenge common biases and prejudices in the cultural factor of communication
  - Explore Generational differences in understanding messages and preferred communication styles.
- Activities: Ice Breaker, Learning Games, Case Study, Personality Test, Personal Reflection

### MODULE 2: EXPLORING THE ESSENCE OF VERBAL & NON-VERBAL

- Communication in The Context of Presentation and Public Speaking
  - Delve into the 5 Elements of Verbal Communication.
  - Explore Non-Verbal Communication through Body Language, Facial Expression, Eye Contact, and Voice.
  - Overcoming anxiety and nervousness
  - Empathy in your communication
  - Design Thinking in Communication
- Activities: Practical Exercise, Video, Group Discussion, Personal Reflection



### MODULE 3: THE ART OF PRESENTATION SKILLS

- Elements of an effective presentation
  - Difference between Presenter, Trainer, Speaker
  - Importance of knowing your audience
  - Developing key messages
  - Trigger-Paint-Deliver Model
  - Adult Learning psychology
  - The 6 key roles of a presenter- Thought patterns an authentic presenter
  - Applying 6 thinking hats to presentation frameworks
- Activities: Group Activity, Personal Reflection

## DAY 2

### MODULE 4: MASTERING PRESENTATION DELIVERY AND ADVANCED TECHNIQUES

- Structuring your presentation: Beginning, middle, end
  - Content curation & selection- Learn to visualize and strategize enroute to content curation & selection
  - Storytelling in presentations
  - Applying Influence techniques in presentations
  - Audience retention strategies for presentations
- Activities: Practical session, Group Activity, Personal Reflection

### MODULE 5: VISUAL AIDS AND TECHNOLOGY

- Designing effective visual aids (slides, props)
  - Integrating multimedia elements
  - Best practices for using technology during presentations
  - Utilising AI tools
- Activities: Self-Assessment, Role Play & Trainer Evaluation, Participants deliver short speeches/presentations



### MODULE 6: PERSONALIZED COACHING SESSION

- Preparation of presentation
- 1 to 1 coaching
- Feedback from peer
- Feedback from trainer
- Improvement plan

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## TRAINER'S PROFILE

The Trainer's legal journey began in the halls of Northumbria University, where he honed his legal skills before returning home to Malaysia. He quickly rose to become the Deputy Chief Executive Officer of the Center to Combat Corruption and Cronyism (C4 Center), an organization fighting corruption in public and private sectors. He is actively engaged in a myriad of anti-corruption and governance initiatives alongside organizations such as the Malaysian Bar, United Nations Office on Drugs and Crime (UNODC), the United States Agency for International Development (USAID), the International Republican Institute (IRI), and the National Endowment for Democracy (NED).

He has also collaborated with the government of Malaysia, the MACC, the former GIACC, the Law Division under the Prime Minister's Department (BHEUU) and the Corporate Sector to shape policies, review laws, provide critical feedbacks and mould a future free from corruption. He is a member of the APPG on political finance, and a player in the Whistleblower Protection Act reform task force under the Prime Minister's Department.

His expertise in human rights, good governance, and anti-corruption has earned him a platform beyond Malaysian borders to incorporate presentation, conferences, and training sessions in countries including the US, UK, Germany, Netherlands, Italy, UAE, India, Nepal, Indonesia, Cambodia, Philippines, Thailand, and Singapore. He is the Chair for the Commission of Migrant and Itinerants, and the co-founder of Lifebridge Learning Center for disadvantaged communities. The Trainer is a regular in Malaysian media, with his insights shared in The Star, Bernama, Sinar Harian, FMT, Malaysiakini, The Edge and Astro Awani. His training clients include Intel, Flextronics, Goodyear, Micron, ASE, Honeywell, Inokom, Boon Siew Honda and Proton, Help University, Taylors College, Columbia Asia Jaya Hospital and Tung Shin Hospital, Berjaya Credit, Lenovo, Yokowo Electronic, Pos Malaysia, Aeon Big, Agro bank, Maybank, Bank Islam, Bank Pertanian, Media Prima, Genting Malaysia, Malayan Nurses Union, National union of bank employees, Malaysia Airport Berhad, Jabatan Kerja Raya, and Telekom.

## REGISTRATION DETAILS

### PARTICIPANT DETAILS

Name:
Position:
Department:
Contact Number:
Email:
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Name:
Position:
Department:
Contact Number:
Email:

### ADMIN DETAILS

Name:
Position:
Department:
Company:
Contact Number:
Email:
Address:
<b>Payment Method:</b> <input type="checkbox"/> Direct Payment <input type="checkbox"/> Claim HRD

#### Notes:

- For cancellation less than 14 days before or non-arrival on the training day, no refund will be given. Substitution is allowed.
- 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.
- HRDC grant application shall be applied and approved before the training day. Maximum claim from HRDC is RM1,750 per day. The balance, if any, is to be topped up by client.

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