Symphony Digest
MyCoID: 870359P

Programme ID: 10001636193

LEADERSHIP PRESENCE & INFLUENCE

Communicating with Confidence, Clarity, and Composure

Equip leaders with the skills to communicate with confidence, clarity, and composure in any situation.

Early Bird: RM1,660
Normal Fee: RM1,960
**including 8% SST*

11th AUG

9am-5pm

Concorde Hotel, Kuala Lumpur

SIDC CPE-APPROVED: 10 CPE POINTS

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Leadership Presence and Influence: Communicating with Confidence, Clarity, and Composure

Module 1: The Power of Presence in Leadership

- Understanding Three Dimensions of Presence: Appearance, Communication, and Connection
- The Science of First Impressions and Trust Perception
- Managing Non-Verbal Signals and Micro-Behaviours
- Application: Demonstrating leadership presence in capital market settings (e.g. client meetings, deal pitching, investor presentations)
- Role play: Projecting credibility when presenting an investment idea to a client
- Reflection: "What does calm authority look like in me in a client-facing capital market context?"

Module 2: Communicating with Confidence and Clarity

- Communicating Up, Down, and Across: Adapting Message to Audience
- The 3C Framework: Clear, Concise, Composed
- Using Emotional Intelligence to Communicate with Precision and Poise
- Application: Communicating complex financial concepts (e.g. equities, funds, fixed income) to clients, investors and committees
- Exercise: Explaining a portfolio strategy to different stakeholders (client vs. regulator vs. internal risk team)
- Reflection: "What happens when clarity meets composure in high-stakes financial communication?"

Module 3: The Art of Influence and Credibility

- The Influence Equation: Credibility + Connection + Consistency
- Persuasion through Purpose: Framing Messages for Buy-In
- Listening as a Leadership Tool: Reading the Unspoken
- Application: Influencing client decisions in investment advisory and fund raising
- Simulation: Negotiating internally between sales, compliance, and risk on a client recommendation
- Reflection: "What builds credibility faster — confidence or consistency when advising clients or pitching deals?"

Module 4: Composure and Resilience Under Pressure

- Understanding Triggers and Responses in High-Stress Moments
- The Calm-Under-Pressure Framework: Pause → Assess → Respond]
- Building Psychological Resilience and Energy Management
- Application: Managing client expectations and communication during market volatility or portfolio losses
- Scenario Exercise: Responding to difficult client questions or complaints in adverse market conditions
- Reflection: "How do I project calm when I don't feel it during high-pressure client or market situations?"

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Module 5: Leading with Impact

- Translating Awareness into Action: Daily Habits of Composed Leaders
- The Ripple Effect of Leadership Presence
- Building a Personal Leadership Credibility Plan
- Application: Building long-term trust and credibility with clients, investors, and stakeholders in capital market roles
- Reflection: “What do I want people to feel after an interaction with me as a capital market professional?”

TRAINER’S PROFILE

Main Trainer:

The Trainer is an accredited trainer, consultant, and speaker who champions life-long learning, problem-solving, and resilience for personal and professional success. With more than 18 years of corporate experience in leading media organizations and almost a decade as an entrepreneur and trainer, she has built her career around the belief that growth comes from continuously learning and solving challenges and that resilience is what transforms challenges into opportunities for growth. She has worked with top media organizations such as FOX International Channels, ZEE Entertainment, and Astro Radio, and later transitioned into consulting for SMEs before pivoting into training.

As an HRDC-accredited trainer, she designs and delivers programs that are practical, engaging, and results-focused - empowering participants to not only gain skills but also build the mindset needed to thrive personally and professionally. What makes her distinctive is the way she connects problem-solving, continuous learning, and resilience into a unified message: that no matter the challenges we face - whether in business or in life - we always have the capacity to adapt, learn, and grow stronger. Beyond her professional expertise, her life experiences from overcoming illness to navigating personal loss - have shaped her into a trainer who teaches not just from theory, but from lived resilience. Her journey is a powerful reminder that learning and growth are not confined to classrooms or careers; they are lifelong processes that enable us to rise stronger, adapt and live with purpose..

Co-Trainer:

The Trainer has over 20 years’ experience in financial advisory, fund raising and consulting. Her areas of specialization are financial structuring, Islamic finance and privatisation. Her work has been recognised by various Malaysian and international bodies such as Euromoney and Islamic Finance News for its innovation. Her last position was head of wholesale banking for Hong Leong Islamic Bank. Prior to that, she was the head of corporate finance in RHB ISLAMIC Bank and head of corporate banking and debt securities in Utama Merchant Bank.

Before becoming an investment banker, she was a management consultant with Arthur Andersen, involved in various advisory projects for the Asian Development Bank, KL International Airport and other Government agencies and the private sector. She was a speaker at China Development Bank’s Senior Policy Seminar in Beijing and at the Middle East Business Forum in Dubai on Islamic finance for infrastructure projects. She holds a Bachelor of Science (honours) degree from the University of Canterbury, New Zealand, majoring in Economics and Operations Research. She is the co-author of “The Islamic Finance and Sukuk Handbook – Where Shariah Meets Commercial Demands”.

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REGISTRATION DETAILS

PARTICIPANT DETAILS

Name:

Position:

Department:

Contact Number:

Email:

Name:

Position:

Department:

Contact Number:

Email:

ADMIN DETAILS

Name:

Position:

Department:

Company:

Contact Number:

Email:

Address:

Payment Method: ☐ Direct Payment ☐ Claim HRD

Notes:

- *Cancellations made less than 14 days before the training date or non-attendance on the day of training are non-refundable. Substitution is allowed.*
- *Once registration is confirmed, the client is fully liable for the course fee, regardless of whether payment is made directly or through the HRDC grant, and even if participants do not attend the training.*
- *Clients who opt for direct payment must ensure full payment is made before the training date.*
- *HRDC grant applications must be submitted and approved before the training day. The maximum claimable amount is RM1,750 per participant per day. Any shortfall between the approved grant and the course fee must be topped up by the client.*
- *Should the number of confirmed participants be too low to ensure a meaningful learning experience, Symphony reserves the right to postpone or cancel the training.*