Symphony Digest

EFFECTIVE
WORKPLACE COMMUNICATION

Communicate Better, Achieve More

Master the art of effective workplace communication to express ideas confidently, build stronger relationships and minimise misunderstandings. Develop the skills to enhance teamwork, handle challenging conversations and achieve better results.



Zenith Corporate Park

RM918 (registration before 7th April 2027)
RM1,030 normal price

21 April 2027

9am - 5pm

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Symphony Digest Sdn Bhd 200901027257

COURSE OUTLINE

Module 1: Know Yourself, Know Your Audience

- Personality and Communication Awareness
- Understanding personality and behavioural differences
- How personality influences communication
- Recognising your own communication tendencies
- Why people respond differently to the same situation
- Understanding generational and working-style differences
- Moving from judgement to awareness

Module 2: The Art of Effective Workplace Communication

- Communication Fundamentals
- Understanding the communication process
- The 3C approach – Clarity, Connect and Confidence
- Choosing the right words and tone
- Verbal and non-verbal communication
- Asking effective questions
- Common communication barriers and misunderstandings
- Communicating across different levels and working styles

Module 3: EARS – Listening to Understand

- Active Listening and Empathy
- Why people often listen to respond rather than understand
- The EARS approach to effective listening
- Asking the right follow-up questions
- Listening for words, tone and meaning
- Demonstrating empathy without necessarily agreeing
- Responding rather than reacting
- Practical listening exercise

Module 4: What Does "Professional" Really Mean?

- Professionalism, Etiquette and Mindset
- We are all brought up differently and are from different generation – why these matters at work
- Personal values vs. professional expectations
- Understanding workplace etiquette and boundaries
- Respecting differences without compromising professionalism
- Workplace manners, sensitivity and emotional awareness

Module 5: Body Language, Rapport and Real Workplace Communication

- Reading and using body language effectively
- Tone, facial expressions, eye contact and posture
- Building professional rapport
- Adapting communication to different personalities
- Handling difficult or misunderstood conversations
- Reflection, sharing and closing

Trainer's Profile

The Trainer is a highly experienced professional in the customer service and hospitality industry, with 23 years of service at the Airline Services, known for their frontliners' graciousness and hospitality. Her expertise in this field is at a world-class level, having gained international exposure throughout her career. In this role, she has had to demonstrate the highest standard of care in communicating and managing people from mass affluent to high-net-worth individuals; all the while, presenting a professional and engaging imagine in line with the Airlines' corporate brand. In addition to her airline experience, she has pursued her passion for coaching and training.

Over the years, she has conducted and assisted in various training sessions and workshops for government agencies, airline academies, corporations, and private organisations, such as Cabin Crew Aircademy, UEM, Protasco, UniKL, KLCC Urus Harta, MARA, Takaful Ikhlas, UIA, FELDA, Hotel Seri Malaysia, Stella Marris, Meranti, De. Wan (Chef Wan), Pantai Bahru Group, Protégé MRCB, Protégé Lunas TLDM, E-Idaman, Grand Sepadu Sdn Bhd and others. The trainer's qualifications extend to areas such as customer service, hospitality, self-enhancement and confidence building, communication and interaction skills, and professional grooming and personal image. She is also a certified trainer under LPPKN, empowering youth to have self-awareness, particularly in topics like sexual harassment, self-care, abstinence, rape, abortion, sexual diseases, and related issues. She strongly believes in sharing her knowledge and experience to guide and instil a first-class attitude in others, regardless of their background or industry.

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 14 days prior to 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.*