Symphony Digest

Public Speaking & Professional Communication Skills



22 March, 2027 | 9 am - 5 pm

Zenith Corporate Park

RM918
(registration before 8 March 2027)

RM1,030 normal price

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Symphony Digest Sdn Bhd
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COURSE OUTLINE

Module 1: Know Yourself, Know Your Audience

- Understanding your natural communication style
- How personlaity affects speaking and presentation style
- Knowing your audience before you speak
- Clients, stakeholders, senior management and government agencies - different expectations
- Adapting without losing authenticity

Module 2: Speak with Clarity and Purpose

- The difference between talking and communicating
- Define your purpose before you speak
- Structuring a clear corporate message
- Opening with impact - how to get attention
- The 3-part structure: Opening → Key Message → Closing
- Avoiding information overload and unnecessary jargon

Module 3: The Power of Your Voice and Words

- Voice as a professional communication tool
- Tone, pace, volume, pronunciation and pauses
- How to sound confident without soundnig aggressive
- Choosing professional and audience-appropriate language
- Removing fillers and distracting speech habits

Module 4: Professional Presence - Body Language and Etiquette

- First impressions when entering a meeting or presentation
- Posture, eye contact, facial expression and gestures
- Where to stand, how to move and what to do with your hands
- Professional greetings, introductions and forms of address
- Executive presence: confident, respectful and approachable

Module 5: Speaking To Clients & Government Stakeholders

- Communicating with authority while remaining respectful
- Managing formal and semi-formal settings
- Answering questions without becoming defensive
- Handling “I don’t know” professionally
- Managing interruptions, difficult questions and unexpected situations

Module 6: Public Speaking In Action

- Applying structure, voice, body language, etiquette and audience awareness
- Peer observation and constructive feedback
- Identifying your strengths
- What to START, STOP and CONTINUE
- Key takeaways and closing

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Trainer's Profile

The Trainer is a highly experienced professional in the customer service and hospitality industry, with 23 years of service at Malaysia Airlines, 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 Malaysia 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.*