

Excellence in Business Communication

RM1500 ~ Crystal Crown Hotel, Petaling Jaya



Course Overview

Some people seem to be able to say the right thing no matter what the situation. Their ability to navigate through tense discussions opens doors in the business world that may have otherwise closed. During this training program, participants will learn the secrets of communication pros, including building personal credibility, delivering positive and negative feedback, improving listening skills, rephrasing for better relationships, dealing with difficult people, handling negative situations, and more.

Course Objectives

At this program's conclusion, participants should be able to:

- Explain the four basic behavioral styles and how to adapt to each.
- Capitalize on personal style for more effective communication.
- Describe the impact of body language and vocal tones on communication.
- Explain the effective use of office communication tools such as the telephone and email.
- Rephrase blunt language to achieve results without offending anyone.
- List strategies for dealing with difficult behaviors.
- Demonstrate how to deliver constructive feedback and how to disagree politely.
- Develop an action plan to improve communication skills.

Course Content

- What Is Diplomacy?: What Makes Some People Good Communicators
- Building Personal Credibility: Understanding Communication
- It's Not What You Say: Rephrasing for Better Relationships
- Body Language: I Can't Hear What You Are Saying
- Winning with Words: Verbal Communication Skills
- Improving Your Listening Skills
- Business Image on The Telephone
- Effective and Professional E-mails
- Self-Image: Understanding What Your Clothes Say About You
- Assertiveness: Positioning for Acceptance
- Action Plan
- Difficult Personalities and Difficult Situations: Dealing with the Challenging

For Whom

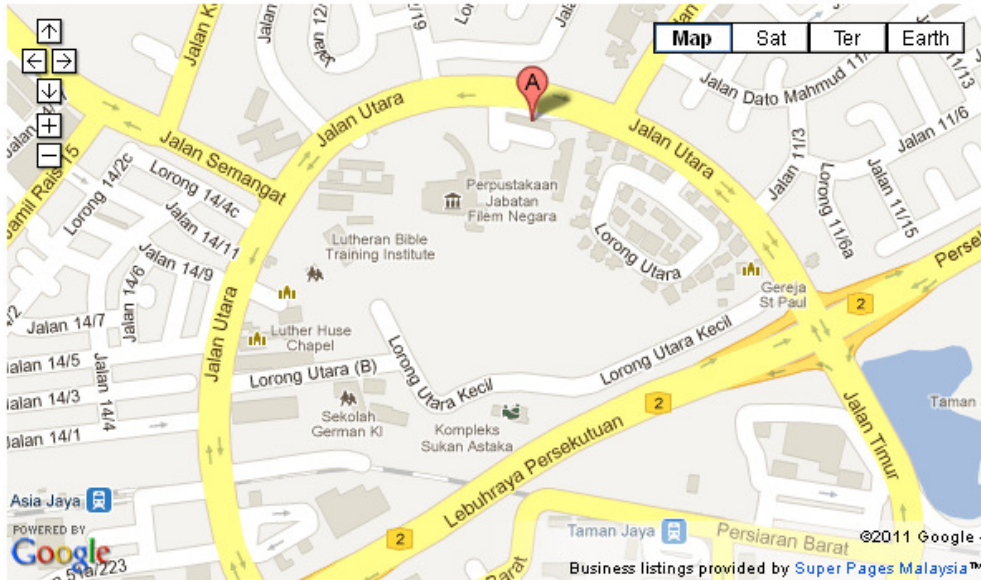
Anyone who wish to gain the knowledge of business communication.

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Location Map



Date

18 & 19 January 2012
25 & 26 April 2012

Time

9.00 am – 5.00 pm

Crystal Crown Hotel, Petaling Jaya

12, Lorong Utara A, Off Jalan Utara,
46200 Petaling Jaya, Selangor,
Malaysia.

Tel : 03-7958 4422

Fax : 03-7958 7223

Course Fee

RM 1500 per person

Course Fee includes Lunch, Tea-Breaks, Course Notes and Certificate of Completion

Early Bird and Group Discount

Register at least 2 weeks before the training and enjoy a discounted fee of RM1,400.

Group of 3 or more participants from the same company will enjoy a 5% discount on the applicable fee

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REGISTRATION FORM *Please (/) your preferred date*

18 & 19 January 2012

25 & 26 April 2012

Billing Details

Company Name : _____

Contact Person (Mr / Mrs / Ms) : _____

Designation : _____

Tel : _____ Fax : _____

Email : _____

Company Stamp:

Authorised Signature :

PARTICIPANT(S) DETAILS

Participant 1

Name (IC No) : _____

Designation : _____

Email : _____

Contact No : _____

Participant 2

Name (IC No) : _____

Designation : _____

Email : _____

Contact No : _____

Participant 3

Name (IC No) : _____

Designation : _____

Email : _____

Contact No : _____

Method of Payment

Kindly select the method of payment on the following:

() Pay the 1 week before the training

() By bank transaction

() By courier / by post

() Pay during the training

Bank Draft/Cheque No

RM

ADMINISTRATIVE DETAILS

CONTACT PERSON

Ms YY Lee / Mrs Nor Aini Bahrom
Tel: 03-6241 5211 / 016-226 4799 /
012-278 666
Fax: 03-6259 5455
Email: yylee@cammgnt.com /
admin@cammgnt.com

ADDRESS

CAMBRIDGE MANAGEMENT SDN BHD
No. 33-3A-1 Jalan Metro Perdana Barat 1,
Taman Usahawan Kepong Utara, 52100
Kuala Lumpur

COURSE FEE

Normal fee – RM1500
Group Discount – 5% (3 or more participants
from the same company)

REGISTRATION

Complete the Registration Form
and fax or email for reservation. All
registrations will be confirmed **ONE WEEK**
before the commencement of the course.

PAYMENT

Payment of fee must be made **PRIOR** to
commencement of the programme.

Crossed cheques should be made payable to
“**CAMBRIDGE MANAGEMENT SDN
BHD**” or bank-in payment to **Maybank
Account No. 5-12389-117631**.

Please fax the bank-in slip with your
company's name to 603-6259 5455 as proof
of payment.

CANCELLATION

Once a registration is confirmed, no
cancellation will be allowed. If the registered
delegate is unable to attend, a substitute is
allowed and please inform us in writing via fax
or email. Confirmed delegate who failed to
attend and last minute cancellation is liable for
the entire fee of the training.

CONFIRMATION

You will receive an invoice indicating course
fee and seminar date. Check it for accuracy.

DISCLAIMER

CAMBRIDGE MANAGEMENT reserves the
right to change the speaker, date and to
cancel the programme should circumstances
beyond the company control arise. CAMBRIDGE MANAGEMENT also reserves
the right to make alternative arrangements
without prior notice should it be necessary to
do so.

**“ALL TRAININGS ARE 100%
HRDF CLAIMABLE UNDER
SBL SCHEME”**

() HRDF-SBL claimable

Application is subject to PSMB approval. You may submit the application with this
brochure, together with the programme agenda and speaker's profile which we will
provide to you upon request once you have registered.