

COMMUNICATION & INTERPERSONAL SKILLS SERIES

Communication breakdown is responsible for 83% of corporate failure today. Communication and Interpersonal Skills are essential at all levels for organisational behaviour. Employees require effective writing and presentation skills. Other skills such as proper body language, is equally important. This series of training sessions aims at increasing professionalism. Emphasis is on the ability to communicate effectively.

BENEFITS

TO THE ORGANIZATION

- Increased clarity and conciseness of communication internally and externally.
- Focused listening that produces effective follow up with colleagues and customers.
- Recognition by your customers of your organisation as being customer friendly, tactful, effective and efficient.
- Increased productivity.

TO THE INDIVIDUAL

- Enhanced self-confidence and self-empowerment through communication.
- Ability to deal with difficult questions or conflict effectively.
- Positive interactions by building rapport, trust and credibility.
- Increased success and reduced stress on the job.

MODULES IN THE SERIES

COMMUNICATION AND INTERPERSONAL SKILLS

- Understanding the communication process.
- Becoming the communicator.
- Engaging with the audience while communicating.
- Non-verbal communication.
- Developing interpersonal skills.
- Giving and receiving feedback.

EFFECTIVE COMMUNICATION SKILLS

- Definition of communication.
- Methods of communication.
- Communication stages.
- Listening skills.
- Feedback.
- Techniques of asking questions.

ENGLISH COMMUNICATION AND TELEPHONE ETIQUETTE

- Business English.
- Making friends in English.
- Quality telephone service.
- Essential basic telephone techniques and skills.
- Team formation stages.
- Make a positive impression.

COMMUNICATION SKILLS FOR MANAGERS

- The fundamentals.
- Interacting assertively.
- Presence is power.
- The charisma factor.
- Your communication style.
- The art of conversation.

CORPORATE ENGLISH AND COMMUNICATION

- Enriching your vocabulary.
- Punctuation.
- Sentence construction.
- The art of conversation.
- Guidelines to effective business writing.
- The skills of good speaking.

BUSINESS COMMUNICATION

- Business communication.
- Visual communication.
- Shaping a readable and attractive document.
- Conducting effective meetings.
- Simple business presentations.
- Handling customer complaints.

EFFECTIVE BUSINESS WRITING

- Business writing basics.
- Self-assessment on writing.
- Writing strategies.
- 7 step approach to effective business writing.
- Formulating an effective writing style.
- Personal writing action plan.

THE PYRAMID PRINCIPLE (BARBARA MINTO)

- The Pyramid Principle: logic in writing
- Why a pyramid structure?
- The substructures within the pyramid.
- The Pyramid Principle: logic in thinking
- Questioning the order of a grouping.
- Questioning the problem-solving process.

SPEED READING FOR BUSINESS

- Attitude, goals and speed-reading.
- The 6 major reading problems.
- Double your reading speed in an hour.
- The key to speed-reading.
- Practicing: speed plus recall.
- Speed reading on the internet.

METHODOLOGY



Highly interactive lectures



Open discussions



Group discussions



Role-plays



Course manual



Activity handbook

TESTIMONIALS

"It was marvelous that Bolton Berhad Group of Companies appointed your establishment ... Our staff enjoyed the training provided by you ... One of the most important aspects that you have assisted was to merge the different industries within our group into a common course program without compromising the objectives where it benefited our staff ...".

Tomy Goh, Group Head of Human Resources, Bolton Berhad.

"Amongst some of the feedback obtained was that your presentation was lively, well done and ... They also found you to be natural, funny, down to earth and stimulating".

Jullana Affandi Tan, Conference Development Manager, The Asia Business Forum.

"The trainer was very clear in presenting the training, and made the entire presentation very entertaining ... It was simple but effective way to understand the A-Z of ... Overall, this training has really shown me that, ... nothing is impossible. I have really benefited from it".

Angeline Yap, Callbiz (M) Sdn Bhd

"The trainer is very professional and is a sharp observer, with a helpful and positive attitude. This workshop really helped me realize certain things and therefore start improving myself."

Kenny Chong, Schneider Electric Industries (M) Sdn Bhd

"The EI Seminar has helped me and my team understands and perform better. We shared the learning's with the rest of the organization as well. As you had rightly mentioned EI is a journey and we are glad that we took the first step attending the seminar".

Shirley Priyadarsini, Sr. Manager HR, Newbreak India Pvt Ltd

"It was an incredible experience to be at the seminar with you. You are such a special person and bring the subject alive with such ease and eloquence. It was wonderful to interact with you and I will be honoured to be added to the Emotional Intelligence Travellers List and the EI Forum. Thank you so much for sharing and helping others in enhancing their potential".

Dr. Pratima Rajan MD, MPH Consultant & Head, Department of Preventive Cardiology & Cardiac Rehabilitation, Jaslok Hospital & Research Center

"It was a pleasure attending your seminar. You did a splendid job. Looking forward to get associated with you over the Forum and get connected with likeminded friends".

P.G.V. Babu, Manager, Newwoodlands Hotel, Chennai

CERTIFICATION & PERSONAL ACHIEVEMENTS

CERTIFICATION

- HBDI™ and YAPDI™ Certified Practitioner
- Certified HRDF Trainer
- HRDF SBL Scheme



Jerome Pierre BONNIFAY
(CEO & Senior Consultant)

PERSONAL ACHIEVEMENTS

Jerome founded SBIC Sdn Bhd in 1993, as a Global Human Capital Consulting & Professional Training Organization based in Kuala Lumpur as a hub for his global operation, with offices in Barcelona, Delhi and Doha. Jerome holds a BA in Law & Economics and is currently pursuing his PhD in Psychology – specializing in EQ and Whole Brain Thinking.

A passionate and powerful facilitator, Jerome Pierre Bonnifay's unorthodox training techniques, gives him the edge to teach complex subjects to everyone across all levels. He brings to an individual level of understanding and practice a technique up to now reserved to an elite. He has built and implemented assessment centers, appraisal systems and training needs analysis's processes.

Jerome has been actively conducting talks, workshops, and training for The Asia Business Forum as Speaker, Chairperson and Course Leader since 2003. Phrased as the "Global Authority of Emotional Intelligence" by India Times during his EI seminar in India, Jerome continues to enlighten thousand around the world on the subject that had come in vogue some 20 years ago. He received high accolades for his September 2008 India Times Strategy Summit on EI that was held in India's 4 major cities.

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READY TO REACH NEW LEVELS OF SUCCESS?

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