

2022

SSM Webinar



INTERPERSONAL COMMUNICATION

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COURSE INTRODUCTION

Communication is a skill which is essential for people from all walks of life, whoever they may be. It plays an important role in bridging gaps between two parties, be it in the form of understanding or relationship. Though the objective of communication is basically to get messages across, many pay little attention to the "interpersonal" skills. One may have mastered the fundamentals of communication, but when they ignore the fact that "recipients" vary and respond differently, they tend to use "my way" of communication and apply it across the board. This is when they find challenges to bring the best out of others or fail to win over personalities. They fall into the trap of complaining that the other person is not good.

In an organizational environment, interpersonal skill is even more vital, especially to those who are in the managerial or supervisory positions. They are expected to play multiple roles in various circumstances effectively. Today, unintentionally there are supervisors and managers who have become key contributors to the high staff turnover and internal conflicts due to poor interpersonal skills. This has cost organizations great losses in the form of repeated recruitment, compensation and re-training.

COURSE OBJECTIVES

This 2-day course aims to covers these areas of communication, the level II – INTER Personal and focus on the elements of interpersonal skills and how to understand personalities and manage them, build trust and motivate people.

WHO SHOULD ATTEND

Anyone whose success at work depends on good relations with their colleagues, customers and clients. Anyone who wishes to develop more effective communication in the workplace.

COURSE CONTENTS

Interpersonal Skills

- What is it?
- When do we need it?
- Its components.
- Consequences of poor interpersonal skills.

Interactive Skills

- Developing trust.
- Building rapport.
- Listening skills.
- Art of questioning.
- Seeking first to understand.

Giving and Receiving Feedback

- Its importance.
- Confidence builder vs. Confidence destroyer.
- 3 steps to give criticisms.
- 3 steps to deal with criticisms.

Understanding and Using Transactional Analysis

- Understanding the role of transactional analysis in general.
- Understanding the various types of personalities.

The Mindset Model

- The Young Lincoln.
- The Continuous Achievers.
- The Middle-Aged Clerk.
- The Past Professor.

Understanding Personalities

- Sanguine.
- Melancholy.
- Choleric.
- Phlegmatic.
- Strategies to handle different personalities.

Different Strokes for Different People

- What is motivation?
- Internal vs external motivation.
- Maslow Hierarchy.
- Heisenberg Theory.
- Mc Gregor's Theory.
- What's in it for me?
- Addressing the mindset.
- Adopting appropriate strategies.

Tackling Interpersonal Problems

- Handling difficult staff tactfully.
- Giving and receiving constructive feedback.

5 Dysfunctions of a Team

- Absence of trust.
- Fear of conflict.
- Lack of commitment.
- Avoidance of accountability.
- Inattention to results.

INTERPERSONAL COMMUNICATION

LEARNING OUTCOME

By attending this course, participants will be able to:

- Understand and improve the elements of interpersonal skills.
- Understand why different people behave differently.
- Vary your approaches in handling people according to the personality type and situation.
- Build a better relationship with your colleagues and staff.
- Handle difficult people tactfully.
- Use different listening techniques.
- Ask different types of questions for different purposes.

ABOUT THE TRAINER

Dr. Maria Rufina is a corporate training strategist and the CEO of ACE Biznez Services. She was awarded Certified Professional Facilitator IAF, USA and Workplace Training & Assessment Certification Cert IV (AUS Stds). She was the recipient of the ASEAN Outstanding Women Entrepreneur Award 2016. She is an entrepreneur and a certified trainer and facilitator with 25 years of experience in corporate training and consultancy. To-date, Dr. Maria has trained and consulted hundreds of companies in various scopes, topics, countries and industries.

Maria Rufina is also the President of Oxford Center for Leadership (UK), Malaysian Chapter and she is highly sought after for Managerial and Leadership development. One of those training is Coaching. Some of the companies that have repeatedly engaged Dr. Maria on Coaching are Kaneka Malaysia, Sudong (Group of Singtel) in Melaka and Klang, Bard and other.

ADMINISTRATIVE DETAILS

Date	Platform	Time	SSM CPE Points
25 – 26 May 2022	Virtual platform	9.00 am – 5.00 pm	16 points
Training Methodology		Fee	
Highly interactive, experiential learning and role plays; practical and simulation approach to learning; case studies which reflect real scenarios at work and activities and games from UK.		RM1000.00 – Standard RM800.00 – Licensed Secretary. Member of MAICSA, MIA, Malaysian Bar, MACS, MICPA, Sabah Law Assoc. & Advocates Assoc. of Sarawak.	

HOW TO REGISTER?

1

Strictly via online registration at
<https://e-comtrac.ssm.com.my>

2

NEW USER (First Time Login)

- Click on SIGN UP
- Key in REGISTRATION INFORMATION
- Click on REGISTER
- Key in USERNAME and PASSWORD

EXISTING USER of SSM EzBiz

- Key in USERNAME and PASSWORD
- Click on SIGN IN

3

- Select event code: XXX/22/CEP/WEB
- Check on Available Seat
- Click on Add Participant
- Key in participant's information
- Click on Submit
- Check participant's details
- Click on Submit Payment

*Note: Please submit your application within 15 minutes. Otherwise the system will automatically cancel your transaction and you will lose your seat(s). Please re-apply if you wish to proceed.
Full payment shall be made at the point of registration.*

TERMS & CONDITIONS

for Registration of Training Programmes under COMTRAC

All registrations MUST be applied through e-COMTRAC. Upon submitting the registration application, you are deemed to have read and accepted the terms and conditions.

A participant is allowed to attend ONE programme per day to be eligible for certificate of attendance. Request for refund will not be entertained if you have registered for more than one programme per day.

No walk-in is accepted and no admission to the training programme without the confirmation slip for classroom training.

Webinar Access Link

A notification e-mail with the webinar access link will be sent at least 1 day before the commencement of the webinar. The access link is unique for registered participants and should not be forwarded or shared with others.

Certificate of Attendance

Participant will be issued a Certificate of Attendance upon full attendance of the programme and payment is received. SSM will charge an administrative fee of RM30.00 per copy for any replacement of certificate due to errors in name or identification card number wrongly filled by participant / representative during registration or loss of certificate, etc.

Cancellation / Absent

No refund application is entertained if participant decides to cancel his registration or fails to attend a programme. Replacement of registered participant is not allowed.

Transfer

Transfer of registration fee to another programme is not allowed.

Personal Data Protection Notice

Your personal data and other information provided in this application and including any additional information you may subsequently provide, may be used and processed by COMTRAC/SSM as a reference in future to communicate with you on our training programmes/events. In line with the Personal Data Protection Act 2010, we wish to obtain your agreement and consent for using your personal data. If you do not consent to the processing and disclosure of your personal data, you should send an e-mail to us at comtrac@ssm.com.my.

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Human Resources Development Corporation

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COMPANIES COMMISSION OF MALAYSIA TRAINING ACADEMY & KNOWLEDGE MANAGEMENT DIVISION

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