



KEMENTERIAN PERDAGANGAN DALAM NEGERI
DAN KOS SARA HIDUP



SURUHANJAYA SYARIKAT MALAYSIA
COMPANIES COMMISSION OF MALAYSIA

20
23

SSM TRAINING

ONLINE CHARISMA & COMMUNICATION

COURSE INTRODUCTION

Virtual communication is fast becoming a norm, but it is a different ball game when compared to traditional communication. Corporate officers need a new skillset to meet the challenges of virtual communication, namely online public speaking, online presentation, online negotiation, online demos and online training. This skillset empowers them to build a strong online charisma and personal magnetism that help them manage successful interaction with an online audience.

ONLINE CHARISMA & COMMUNICATION

COURSE OBJECTIVES

This course provides a practical guide on how to use an effective formula to develop camera-ready skills and online charisma, and how to use these powerful attributes in virtual communication to engage effectively with an online audience.

COURSE CONTENTS

1. Virtual communication is a performance

- The 3Ps
- Before the show
- During the show

2. You are the star of the performance

- Online charisma
- Personal magnetism

3. Vocal Power

- The 4Ps
- Choice of words
- Tone of voice

4. Rapport with an online audience

- Video and visibility
- Online body language
- Voice and energy
- Active listening
- Tech platform features

5. Screen sharing tips

- Slides for online audience
- Videos that do not freeze
- Interactive apps
- Preparation and dry run

LEARNING OUTCOMES

By attending this course, participants will be able to:

- Develop their online charisma, the cornerstone of online communication.
- Engage effectively with their online audiences.
- Achieve favourable outcomes in their virtual communication.
- Create a positive influence as online communicators.

WHO SHOULD ATTEND

All corporate officers and professionals who are required to work remotely and discharge their duties in a virtual environment.

ABOUT THE TRAINER



KIM CHOW is an educator, a soft skills trainer and director of Kim Chow Communicators which owns the registered trademark KimChow®. Her experience in the corporate world has sharpened her

Communication Skills in our multicultural and pluralistic business world. The competitive business environment has motivated her to raise the bar on her expertise in Business Etiquette and Personal Branding. As a result of her ongoing business endeavours, she has documented a vast collection of case studies which she uses in her training programmes. As a practitioner of Experiential Learning, her training methodology involves hands-on activities such as simulations, role-play, dramatizations, performing arts, photography, video recording and filming. The activities are followed by self-reflection and evaluations.



Online

ADMINISTRATIVE DETAILS

| | | |
|-----------------------------|--|---|
| Date | 15 March 2023 | |
| Venue | Virtual Platform | |
| Time | 9.00 am - 5.00 pm | |
| Training Methodology | Videos, live polls, live demo, hands-on practice | |
| Fee | RM500.00 | Standard |
| | RM400.00 | Licensed Secretary Member of MAICSA, MIA, Malaysian Bar, MACS, MICPA, Sabah Law Society & Advocates Assoc. of Sarawak |
| SSM CPE Points | 8 points | |

ONLINE CHARISMA & COMMUNICATION

HOW TO REGISTER?

STEP
1

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

STEP
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**

STEP
3

- Select training
- 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.

ONLINE CHARISMA & COMMUNICATION

TERMS & CONDITIONS FOR REGISTRATION OF TRAINING PROGRAMMES UNDER COMTRAC

Payment Mode

- All training programmes registrations MUST be applied through e-COMTRAC. Upon submitting the registration application, participant is deemed to have read and accepted the terms and conditions herein.
- Payment by cash and cheque is not acceptable effective from January 2021.

Webinar Access Link

- A notification e-mail with the webinar access link will be sent at least 24 hours 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.
- 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.
- 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 will be given for participant who failed to attend the programme.
- Replacing registered participant is not allowed.

Transfer

Transfer of registration fee to another training 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.

Human Resources Development Corporation

Suruhanjaya Syarikat Malaysia is registered as a training provider with HRD Corp under GOV1000117857. This training is claimable under SBL Scheme (employer needs to apply for grant at least one day before the commencement of training).

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Disclaimer

SSM reserves the right to cancel the programme, change date(s), venue(s), speaker(s) or any other changes due to any unforeseen circumstances that may arise without prior notice to participants. SSM also reserves the right to make alternative arrangements without prior notice. SSM accepts no responsibility for death, illness, injury, loss or damage of any property belonging to, or financial loss by any persons attending the programme, whatever the cause. SSM shall not be responsible for any costs, damages or losses incurred by participants due to the changes and / or cancellation. SSM is not responsible for the integrity of participants' computer or device, your internet signal bandwidth, or any other consideration outside of the control of SSM.

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All information contained in the brochure is correct and accurate at the time of publication.

COMPANIES COMMISSION OF MALAYSIA TRAINING ACADEMY & KNOWLEDGE MANAGEMENT DIVISION

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