



Helping Malaysians Improve Speaking Skills

Company Profile & Course Outlines

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An electronic copy of our
Company Profile & Course Outlines
may be downloaded from

www.dstcentre.com/profile.pdf ~ pdf format

www.dstcentre.com/profile.doc ~ doc format

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Chief Executive Officer ~ Danny Lim, DTM, AMIA

Danny Lim received his early education at the Catholic High School Melaka. After graduating from Systematic College, he was awarded the Associate Member of International Accountants, U.K. and has worked in several companies as Administration & Accounts Manager. He is a Distinguished Toastmaster and has been a member of Toastmasters International since 2000. He was outstanding in his service as Club President and Area Governor and was awarded Extol Toastmasters Club Toastmaster of the Year 2003/2004. He is the Division C Secretary for the current term. Over the past 5 years, he has trained hundreds of children and adults in the Art and Craft of Public Speaking. He has a mission to help all Malaysians to become proficient and effective communicators.



Principal Trainer ~ Azmi Shahrin, DTM, BA (Hons)

Azmi Shahrin, received his early education at the Malay College of Kuala Kangsar. He won a Shell Scholarship to do his Degree in Accounting and Economics at the University of Kent, United Kingdom. He has more than a decade's experience marketing industrial fuels and lubricants and managing distribution channels for Shell Malaysia Trading Sdn Bhd, managing the Hotlink brand for Maxis Communications Bhd, managing marketing communications in a software development company and managing his own personal business ventures.



Currently, he is a Division Governor for Toastmasters International in District 51. He has served as the Presidents of Extol Toastmasters Club and Kelab Pidato Perdana. He was also named the Division C Toastmaster of The Year in 2005 in recognition of his dedicated service for Toastmasters International. He is a well respected speaker who has won awards at various speech contests at the Club, Area and Division levels. He is also a member MENSA and the President of the University of Malaya Faculty of Economics Post Graduate Club. He is also serving as Exco Member of the Kelana Jaya Division of Pemuda UMNO and Gerakan Belia 4B.

He is an international trainer who in the past 5 years has trained hundreds of students and adults in Malaysia and Indonesia to develop public speaking, communication and leadership skills. Other than conducting public programs he has also trained clients such as the Ministry of Education, the Ministry of Defense, University of Malaya, Sedaya International University College and NXP Semiconductors among others. He is currently the Principal Trainer for Dynamic Speakers Training Centre and consults for training providers such as Global Human Resource Centre, Multi Skills Training Consultancy, and Maslow Trainers & Consultants Sdn Bhd. His biggest ambition is to help Malaysians to communicate effectively to prepare them for the challenges of globalization and nation building.

Listing of Our Past Programs

- ❖ August 2005 - Public Speaking Program for 120 RMN Officers in preparation for their submarine training in France
- ❖ Nov-Dec 2005 – 2 Public Speaking Programs for Secondary School Children (25 participants)
- ❖ Nov-Dec 2005 – 2 Public Speaking Programs for Secondary School Children in Bahasa Melayu (20 participants)
- ❖ December 2005 - Public Speaking Program for 54 Sekolah Berasrama Penuh (SBP) Principals
- ❖ January 2006 - Public Speaking Program for 108 Sekolah Berasrama Penuh (SBP) School Captains and Deputy School Captains
- ❖ February 2006 - Public Speaking Program for 54 Sekolah Berasrama Penuh (SBP) Senior Assistants (Academic)
- ❖ March 2006 - Communication Program for Science & Maths teachers of SMS Hulu Selangor (21 participants)
- ❖ April 2006 - Public Speaking Program for SBP English In Camp program (216 participants)
- ❖ May 2006 – Public Speaking Program for 34 prefects of Sekolah Menengah Sains Tuanku Jaafar, Negeri Sembilan
- ❖ July 2006 – Public Speaking Program for Royal Malaysian Air Force Commando Unit PASKAU (20 Participants)
- ❖ July 2006 – Public Speaking Course for the Teaching Staff of Sekolah Datuk Abdul Razak (SDAR), Negeri Sembilan (65 Teachers)
- ❖ August 2006 – Communication Program (Kursus Bahasa Inggeris 'Better Spoken English' Bil. 4/2006) for 15 Ministry of Education officers
- ❖ Aug-Dec 2006 – Public Speaking Program for Secondary School Children for Pusat Pembelajaran Presint 8, Putrajaya (15 participants).
- ❖ September 2006 – Public Speaking Program for Royal Malaysian Air Force Commando Unit PASKAU (20 Participants)
- ❖ September 2006 – High Impact Presentation Program for RMAF officers (20 Participants)
- ❖ November 2006 – A Course in Public Speaking for English Lecturers in Politeknik Merlimau (20 Participants)
- ❖ November 2006 – A Course in Public Speaking for students in Politeknik Merlimau (20 Participants)
- ❖ November 2006 – Public Speaking Program for students (21 Participants)
- ❖ December 2006 – Public Speaking Program for students for Eduvision Training Center (10 Participants)
- ❖ December 2006 – Public Speaking Program for students for Rukun Tetangga Kawasan SS23 (13 Participants)
- ❖ March 2007 - Public Speaking Program for students and volunteers from Shelter Home, PJ (18 Participants)
- ❖ March 2007 - Public Speaking Program for students for Dynamic Speakers Training Centre, Subang Jaya (18 Participants)
- ❖ March 2007 – Effective Presentations Course (Kursus Penyampaian Efektif) for Operators In Charge (OIC) of NXP Semiconductors Malaysia Sdn Bhd, Seremban (25 Participants)
- ❖ April 2007 – Keynote Address during the Launch of English Week at Kolej Islam Sultan Alam Shah (KISAS)
- ❖ April 2007 – Public Speaking Program for Adults for Dynamic Speakers Training Centre, Subang Jaya (18 Participants)
- ❖ May 2007 – Public Speaking Program for students for Pusat Tuisyen Restu Jaya (16 participants)
- ❖ May 2007 – Presentation Skills Course for Sedaya University College (100 participants)

- ❖ June 2007 – Presentation Skills Course for University of Malaya graduates (500 participants)
- ❖ June 2007 – Public Speaking Program for students for Global Language and Tuition Centre, Melaka (16 participants)
- ❖ June 2007 – Dare To Speak™ Public Speaking Program for Dynamic Speakers Training Centre, Petaling Jaya (6 Participants)

Picture Gallery of Our Past Programs



Speechcraft – The Art of Public Speaking

This course is an intensive course for working adults who require improving their public speaking skills. This course employs adult learning techniques with simple, effective and yet practical lessons. Participants will be encouraged to apply and practice the lessons through group activities and personal interaction. At the end of the course, participants will be able to speak in front of an audience confidently, persuasively and professionally.

Course Objective

The main objective of this course is to assist working adults to improve their public speaking skills.

Course Methodology

The course will apply adult learning principles to facilitate understanding, effectiveness and retention. 80% of the course will consist of group and personal activities, which allow the participant to learn, develop and practice vital public speaking skills.

Course Outline

The course will cover the following main topics:

- Introduction To Public Speaking - Evaluation of present speaking ability, elements of a good speech, overcoming nervousness
- Impromptu Speaking - Learn the ability to think and speak on your feet
- Organising Your Speech - Learn how to organise your ideas logically
- Gestures In Speaking - Discover the importance of body movement, eye contact, hand gestures and facial expression in speaking
- Vocal Variety - Elements of vocal variety including volume, pace, pitch and pause

English Pronunciation Course

Think for a moment about the successful leaders you know. Chances are that they all have one quality in common - the ability to communicate effectively with good pronunciation. It is important that participants develop this ability so that they can successfully meet the challenges of leadership and success. Our English Pronunciation Course helps participants improve their pronunciation skills so that they may become tomorrow's leaders in business, industry and community.

Course Objectives

The English Pronunciation Course is based on the belief that everyone has the potential to speak with good pronunciation, but the potential needs to be developed. The program's unique design encourages participants to develop this potential through practical experience. Participants will learn pronunciation skills that they will use for the rest of their lives. In this course participants will learn to:

- recognise common pronunciation mistakes
- read the International Phonetic (I.P.) symbol
- speak using Received Pronunciation (R.P.) that is the international English standard
- overcome Chinese School pronunciation
- speak with impressive style confidence

Course Methodology

All learning is reinforced through practical, authentic exercises requiring active participation. On average, 75% of the course is spent actually on practical exercises.

Course Outline

Session One

- Introduction To Pronunciation
- Learn the elements of pronunciation skills

Session Two

- Common Mistakes
- Learn common pronunciation mistakes

Session Three

- International Phonetic Symbols
- Learn to read the International Phonetic symbols used by the Oxford Dictionary

Session Four

- Reading and Speaking
- Practice reading out loud and speaking using correct pronunciation

Telephone Skills Course

This course is geared towards non-native English speakers with a fair grasp of English but with limited pronunciation and/or customer relation skills. Telephone Skills training is ideal for receptionists, secretaries and customer service executives.

Course Objectives

Upon successful completion of this course, students will be able to:

- Take a successful telephone call using the correct greetings and closings
- Communicate through the telephone successfully when taking messages

Course Methodology

All learning is reinforced through practical, authentic exercises requiring active student participation. On average, 75% of the course is spent actually on practical exercises.

Course Outline

- Telephone skills course focus includes:
- Telephone etiquette
- Correct greetings and closings
- Pronunciation skills improvement
- Listening comprehension skills improvement
- Targeted focus on job-specific vocabulary, phrases, frequently asked questions, and standard responses to those questions
- Handling difficult caller

Business Writing and Conversation For Supervisor and Executive Level

This is an intensive course for working adults who require basic oral and written English Language skills. This course employs adult learning techniques with simple, effective and yet practical lessons. Participants will be encouraged to apply and practice the lessons through group activities and personal interaction. At the end of the course, participants will be able to communicate confidently, persuasively and professionally in both oral and written language.

Course Objective

The main objective of this course is to assist participants to acquire and develop their oral and written English by building upon their present skills.

Course Content

- Grammar 1 (Subject Verb Agreement)
- Grammar 2 (Past, Present & Future Tenses)
- Vocabulary 1 (Adjectives)
- Vocabulary 2 (Adverbs)
- Writing 1 (Letter, Email & Circular)
- Writing 2 (Report & Presentation)
- Pronunciation 1 (Plosive Sounds)
- Pronunciation 2 (Strong vs. Weak Forms)
- Conversation 1 (Office Situations)
- Conversation 2 (Social Situations)

Course Methodology

The course will apply adult learning principles to facilitate understanding, effectiveness and retention. 80% of the course will consist of group and personal activities, which allow the participant to learn, develop and practice vital English Language skills.

A Course In Interpersonal Skills

What Are Interpersonal Skills?

Interpersonal skills include the habits, attitudes, manners, appearance, and behaviors we use around other people which affect how we get along with other people. We sometimes do not understand how important interpersonal skills really are. It's easy to laugh and make jokes about people who obviously lack interpersonal skills, but sometimes we need to examine our own impressions on others to better prepare for success in life as well as for a productive career. In other words, these skills are

- A set of behaviours which allow you to communicate effectively and unambiguously in a face-to-face setting.
- They can also be thought of as behaviours which assist progress towards achieving an objective.

Fundamental Skills

There are just six interpersonal skills which form a process that is applicable to all situations:

- Analyzing the situation
- Establishing a realistic objective
- Selecting appropriate ways of behaving
- Controlling your behaviour
- Shaping other people's behaviour
- Monitoring our own and others' behaviour

These individual skills need to be applied appropriately. For example, if you:

- Are discussing how to solve a problem with a person who has more experience than you, then listening is important
- Know much more about what needs to be done to solve a problem than another person, then communicating clearly and testing the other person's understanding are higher priorities.

Applying Interpersonal Skills

The interpersonal skills process described above is applicable to all people-situations anywhere, in the following ways:

- Analyzing the situation helps us to set realistic objectives
- Establishing objectives, in turn, provides the context in which to make choices about how best to behave
- By being conscious of our own behaviour in working towards the achievement of objectives we are more likely to influence other people's behaviour
- Constant monitoring will provide the feedback we need to make situation-dependent adjustments

Benefits Of Improving Interpersonal Skills

Some of the advantages of improved interpersonal skills are that you will be better at:

- Quickly assessing and understanding face-to-face situations
- Setting specific and realistic objectives for face-to-face encounters with people - you will benefit from being clear in what you are aiming at
- Choosing and using behaviours that complement the circumstances and are appropriate to the objective - thus benefiting by having an easier, and pleasant, means to achieving your objective
- Being aware of other people's behaviour and influencing it - influencing others by your own behaviour

What Is The Course All About?

This course is a 3 day intensive course for working adults who need to develop critical interpersonal skills for building harmonious working relationships. This course employs adult learning techniques with simple, effective and yet practical lessons. Participants will be encouraged to apply and practice the lessons through group activities and personal interaction. At the end of the course, participants will be able to connect with other people effortlessly, know the right things to say and make communication in general an easy process.

Course Objective

The main objectives of this course are to assist working adults to improve their interpersonal skills in order to

- Work harmoniously with others
- Evaluate and accept responsibilities
- Identify methods you use to respond to conflict
- Work in teams more efficiently

Course Methodology

The course will apply adult learning principles to facilitate understanding, effectiveness and retention. 80% of the course will consist of group and personal activities, which allow the participant to learn, develop and practice vital interpersonal skills.

Course Outline

The course will cover the following main topics:

Module 1 - Resolving Conflicts

- Understand why conflict is taken personally
- Learn how to professionalize conflict by neutralizing emotions

Module 2 – Decision Making Roles

- Explore decision making roles
- Assess participation in decision making
- Expand roles in decision making

Module 3 – Active Listening Skills

- Practice paraphrasing, questioning and summarizing skills

Module 4 – Raising Difficult Issues

- Preparation
- Bringing order to a chaotic conversation

Module 5 – Getting Along With A Difficult Boss

- An approach Strategy
- Checking Perceptions
- Improving Vital Working Relationships

Module 6 – Working With Difficult Colleagues

- Evaluating active and passive options
- Communication strategies

Module 7 – Developing Trust With Colleagues

- Emotional support
- Say sorry when appropriate
- Offering praise where warranted

Module 8 – Giving positive Feedback

- Communicating performance based feedback
- Providing corrective feedback

Module 9 – Expressing Appreciation

- The power of a praise
- Attention to specifics

Basic English Course / Kursus Asas B. Inggeris (Govt Sector)

This course is an intensive course for support staff, P.A, clerk & lower management government employees who require basic oral and written English Language skills. This course employs adult learning techniques with simple, effective and yet practical lessons. Participants will be encouraged to apply and practice the lessons through group activities and personal interaction. At the end of the course, participants will be able to communicate confidently, persuasively and professionally in both oral and written language.

Course Objective

The main objective of this course is to assist participants to acquire and develop their oral and written English by building upon their present skills.

Course Methodology

The course will apply adult learning principles to facilitate understanding, effectiveness and retention. 80% of the course will consist of group and personal activities, which allow the participant to learn, develop and practice vital English Language skills.

Course Outline

The course will cover the following main topics:

- Introduction to Public Speaking
- Grammar 1 (Subject Verb Agreement)
- Grammar 2 (Past, Present & Future Tenses)
- Vocabulary 1 (Adjectives)
- Vocabulary 2 (Adverbs)
- Pronunciation 1 (Plosive Sounds)
- Pronunciation 2 (Strong vs Weak Forms)
- Writing 1 (Letter, Email & Circular)
- Writing 2 (Report & Presentation)
- Conversation 1 (Office Situations)
- Conversation 2 (Social Situations)

The Art and Craft of The Champion Debater

A debate is an argument with strict rules of order and sophisticated delivery techniques. A good and effective debater thinks critically and confidently communicates ideas in a logical and clear manner. These are vital skills for the champion debater. However, these skills are not properly developed in most debaters often resulting in failure and dissatisfaction in the debating program. This special program attempts to bridge these gaps by focussing on developing the vital and basic skills of debating through the use of appropriate examples, practice sessions and 360° feedback.

Course Objective

The main objective of this course is to assist participants to improve their debating skills.

Course Methodology

The course will apply adult learning principles to facilitate understanding, effectiveness and retention. 80% of the course will consist of group and personal activities, which allow the participant to learn, develop and practice vital debating skills.

Course Outline

The course will cover the following main topics:

- The logic of the argument
- The critical rebuttal
- The techniques of vocal variation
- The effective use of body language
- The correct pronunciation of common words

Building Confidence In Speaking English (A Special Program for Educators)

It is often lamented that students have very poor command of oral English. In my observation, the main reason for the poor command of oral English is the students' lack of confidence. When students lack confidence, they will hesitate to speak in English stopping them from acquiring valuable experience. The lack of experience results in low confidence, trapping students in a vicious negative reinforcing cycle. This special 1 day program seeks to share with educators techniques that have been proven effective in encouraging students to speak in English and thereby starting a positive cycle where students gain confidence.

Program Objective

The main objective of this program is to share with educators techniques which will encourage students to build their confidence speaking in English.

Methodology

The program will apply adult learning principles to facilitate understanding, effectiveness and retention. 80% of the program consists of demonstrations, group and personal activities, which allow participants to learn, develop and practice key techniques.

Program Outline

The program will cover the following main topics:

- Reasons for students not speaking in English
- Techniques to encourage students to speak in English
- Eliminating the fear of speaking
- Speaking activities – impromptu speaking and simple debates
- More speaking activities – eliminating speech crutches and language evaluation
- Effective peer evaluation
- Starting a public speaking club

A Course In Oral And Written Communication Skills (Basic Level)

This is a 3 day intensive course for working adults who require improving their oral and written communication skills. This course employs adult learning techniques with simple, effective and yet practical lessons. Participants will be encouraged to apply and practice the lessons through group activities and personal interaction. At the end of the course, participants will be able to communicate confidently, persuasively and professionally in both oral and written language.

Course Objective

The main objective of this course is to assist working adults to improve their oral and written communication skills.

Course Methodology

The course will apply adult learning principles to facilitate understanding, effectiveness and retention. 80% of the course will consist of group and personal activities, which allow the participant to learn, develop and practice vital communication skills.

Course Outline

The course will cover the following main topics:

- Grammar – Singular vs. plural, Past vs. present tense
- Spelling – Common spelling mistakes
- Pronunciation – Plosive sounds, Common mispronounced words
- Conversation – Greetings and introduction, The polite request
- Public Speaking – Self introduction, Speech organization
- Presentation – Keeping it short & simple
- Report Writing – Gathering and summarizing facts, using graphs

A Course In Oral And Written Communication Skills (Intermediate Level)

This is a 3 day intensive course for working adults who require *further* improving their oral and written communication skills. This course employs adult learning techniques with simple, effective and yet practical lessons. Participants will be encouraged to apply and practice the lessons through group activities and personal interaction. At the end of the course, participants will be able to communicate confidently, persuasively and professionally in both oral and written language.

Course Objective

The main objective of this course is to assist working adults to improve their oral and written communication skills.

Course Methodology

The course will apply adult learning principles to facilitate understanding, effectiveness and retention. 80% of the course will consist of group and personal activities, which allow the participant to learn, develop and practice vital communication skills.

Course Outline

The course will cover the following main topics:

- ☑ Grammar – Subject verb agreement, Review of tenses, Conditionals
- ☑ Pronunciation – Plosive sounds, The schwa ə, Received Pronunciation
- ☑ Conversation – Explaining Delays, Making recommendations, Handling complaints
- ☑ Public Speaking – Stating an opinion, Persuasion, Master of Ceremony
- ☑ Presentation – Selling a Product/Idea
- ☑ Writing – Letter replying to customer complaint, request for sponsorship

A Course In Neuro Linguistic Programming (NLP)

This is a 2 day intensive course for those who require knowledge of NLP techniques to improve their communication skills. This course employs adult learning techniques with simple, effective and yet practical lessons. Participants will be encouraged to apply and practice the lessons through group activities and personal interaction. At the end of the course, participants will have a working practical knowledge of NLP and its applications.

Course Objective

The main objective of this course is to assist participants to acquire and develop NLP techniques in communication.

Course Methodology

The course will apply adult learning principles to facilitate understanding, effectiveness and retention. 80% of the course will consist of group and personal activities, which allow the participant to learn, develop and practice vital NLP skills.

Course Outline

The course will cover the following main topics:

- Introduction to Neuro Linguistic Programming (NLP)
- Reality Through NLP Lenses
- Creating Rapport Through Matching and Calibrating
- Paying Attention To Verbal Clues
- Understanding Emotional States
- Patterns of Behaviour
- Language Structures
- Values and Beliefs
- Applying NLP To Change Thoughts and Beliefs

Business Presentation and Communication Skills

This course is an intensive course for working adults who require improving their business presentation and communication skills. This course employs adult learning techniques with simple, effective and yet practical lessons. Participants will be encouraged to apply and practice the lessons through group activities and personal interaction. At the end of the course, participants will be able to deliver business presentations confidently, persuasively and professionally.

Course Objective

The main objective of this course is to assist working adults to improve their business presentation and communication skills.

Course Methodology

The course will apply adult learning principles to facilitate understanding, effectiveness and retention. 80% of the course will consist of group and personal activities, which allow the participant to learn, develop and practice vital public speaking skills.

Course Outline

The course will cover the following main topics:

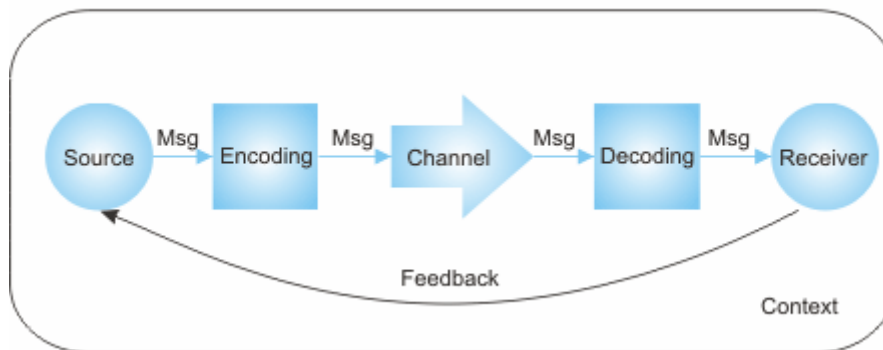
- ☑ *Introduction To Public Speaking* - Evaluation of present speaking ability, elements of a good speech, overcoming nervousness
- ☑ *Impromptu Speaking* - Learn the ability to think and speak on your feet
- ☑ *Speech Organization* - Learn how to organise your ideas logically
- ☑ *Gestures In Speaking* - Discover the importance of body movement, eye contact, hand gestures and facial expression in speaking
- ☑ *Vocal Variety* - Elements of vocal variety including volume, pace, pitch and pauses
- ☑ *Power Presentation* - Using the Flip Chart, OHP and PowerPoint
- ☑ *Pronunciation* – Plosive sounds, Common mispronounced words

A Course in Effective Communication Skills to Create Harmonious Relationships at The Workplace

What Are Communication Skills? How does it relate to Interpersonal Skills?

Communication is a 2 way feedback process of making ourselves understood and understanding others. To communicate effectively, one needs to engage actively the 5 senses in a conscious and continuous analytical effort. Typically, it is understood as a process involving the faculties of speaking, listening, seeing and thinking.

The Communications Process



Interpersonal skills include the habits, attitudes, manners, appearance, and behaviors we use around other people which affect how we get along with other people. We sometimes do not understand how important interpersonal skills really are. It's easy to laugh and make jokes about people who obviously lack interpersonal skills, but sometimes we need to examine our own impressions on others to better prepare for success in life as well as for a productive career. In other words, these skills are

- A set of behaviours which allow you to communicate effectively and unambiguously in a face-to- face setting.
- They can also be thought of as behaviours which assist progress towards achieving an objective.

Therefore, effective communication is the bedrock of interpersonal skills and is the key factor in creating harmonious relationships at the workplace.

Fundamental Skills

There are just 4 fundamental communication skills which form a process that is applicable to all situations:

- Speaking
- Listening
- Seeing
- Thinking

These individual skills need to be applied appropriately. For example, if you:

- Are discussing how to solve a problem with a person who has more experience than you, then listening is important
- Know much more about what needs to be done to solve a problem than another person, then communicating clearly and testing the other person's understanding are higher priorities.

The process described above is applicable to all people-situations anywhere, in the following ways:

- Analyzing the situation helps us to set realistic objectives
- Establishing objectives, in turn, provides the context in which to make choices about how best to behave
- By being conscious of our own behaviour in working towards the achievement of objectives we are more likely to influence other people's behaviour
- Constant monitoring will provide the feedback we need to make situation- dependent adjustments

Benefits Of Improving Communication Skills

Some of the advantages of improved communication skills are that you will be better at:

- Quickly assessing and understanding face-to-face situations
- Setting specific and realistic objectives for face-to-face encounters with people - you will benefit from being clear in what you are aiming at
- Choosing and using behaviours that complement the circumstances and are appropriate to the objective - thus benefiting by having an easier, and pleasant, means to achieving your objective
- Being aware of other people's behaviour and influencing it - influencing others by your own behaviour

What Is The Course All About?

This course is a 2-3 day intensive course for organizations that need to develop critical communication skills for building harmonious working relationships. This course employs adult learning techniques with simple, effective and yet practical lessons. Participants will be encouraged to apply and practice the lessons through group activities and personal interaction. At the end of the course, participants will be able to connect with other people effortlessly, know the right things to say and make communication in general an easy process.

Course Objective

The main objectives of this course are to assist working adults to improve their interpersonal skills in order to

- Work harmoniously with others
- Identify methods you use to respond to conflict

- Work in teams more efficiently

Course Methodology

The course will apply adult learning principles to facilitate understanding, effectiveness and retention. 80% of the course will consist of group and personal activities, which allow the participant to learn, develop and practice vital communication skills.

Course Outline

The course will cover the following main topics:

- Module 1 – Speaking Skills
 - Setting out objectives
 - Analyzing the audience
 - Practice
- Module 2 – Listening Skills
 - Active listening vs hearing
 - Practice paraphrasing, questioning and summarizing skills
- Module 3 – Seeing Skills
 - Active seeing
 - What body language signals to look for
 - Mirroring
 - Practice
- Module 4 – Thinking Skills
 - Assessing the situation
 - Changing communication strategies
 - Practice
- Module 5 - Decision Making Roles
 - Explore decision making roles
 - Types of decision making – dictatorial vs consensus
 - Practice
- Module 4 – Raising Difficult Issues
 - Preparation
 - Bringing order to a chaotic conversation
 - Practice
- Module 5 – Getting Along With A Difficult Boss
 - An approach Strategy
 - Checking Perceptions
 - Improving Vital Working Relationships
 - Practice
- Module 6 – Working With Difficult Colleagues
 - Evaluating active and passive options
 - Communication strategies
- Module 7 – Developing Trust With Colleagues
 - Emotional support
 - Say sorry when appropriate
 - Offering praise where warranted
 - Practice
- Module 8 – Giving positive Feedback

- Communicating performance based feedback
- Providing corrective feedback
- Practice
- Module 9 – Expressing Appreciation
 - The power of a praise
 - Attention to specifics
 - Understand why conflict is taken personally
 - Learn how to professionalize conflict by neutralizing emotions
 - Practice

Technical Presentation Skills

This is a 2-3 day intensive course for supervisors, executives and managers who require improving their Technical Presentation skills. This course employs adult learning techniques with simple, effective and yet practical lessons. Participants will be encouraged to apply and practice the lessons through group activities and personal interaction. At the end of the course, participants will be able to deliver technical presentations confidently, persuasively and professionally.

Course Objective

The main objective of this course is to assist participants to improve their technical presentation skills. By learning this skill, participants will be able to deliver a technical presentation to explain

- A process e.g. the distillation process in a petroleum refinery
- A procedure e.g. the procedure to shut down a plant
- An abstract concept e.g. the laws of thermodynamics
- A legal point e.g. constrictive dismissal under the Industrial Relations Act

The challenge in delivering technical presentations is to make it relevant, exciting and useful to the audience. It involves preparation of seeking to deliver to the competency level of the audience and preparing appropriate support material in terms of handouts, diagrams, graphs, PowerPoint and other AV props. The key to successful technical presentation is effective speech organizing which uses logical sequencing.

Course Methodology

The course will apply adult learning principles to facilitate understanding, effectiveness and retention. 80% of the course will consist of group and personal activities, which allow the participant to learn, develop and practice vital technical presentation skills.

Course Outline

The course will cover the following main topics:

- Basic Public Speaking Skills
 - Simple strategies for controlling nervousness
 - The 4 elements of body language – hand gestures, stance, facial expression and eye contact
 - Voice control – modulation and variation
 - Practice
- Speech Organization
 - Introduction – Building audience expectations
 - Content – Statements, facts and examples
 - Conclusion – The powerful summary and call to action
 - Practice

- ☑ The Power of Sequencing
 - Understanding linear logic
 - The sequencing template
 - Practice

- ☑ The PowerPoint
 - The Good, The Bad and The Ugly
 - Common mistakes when using the PowerPoint
 - Tips for great PowerPoint presentations
 - Practice

- ☑ Visual Presentation
 - Designing a feast for the eye
 - Gathering and summarizing facts using graphs
 - Exploring common graphs
 - Practice

Course Requisites

This course requires each participant to have a working knowledge of Microsoft PowerPoint software and equipped with PC / Notebook with PowerPoint and thumb drive on a 1 to 1 ratio. The classroom needs to be equipped with an LCD projection and sound system.

The nature of this course requires the organizer to limit participation to 12 persons maximum.

Course Timetable

Time	1st Day	2nd Day
9.00am - 10.30am	Basic Public Speaking Skills	The PowerPoint I
10.30am - 10.45am	Tea Break	
10.45am - 12.30pm	Speech Organization I	The PowerPoint II
12.30pm - 1.30pm	Lunch	
1.30pm - 3.30pm	Speech Organization II	Visual Presentation I
3.30pm - 3.45pm	Tea Break	
3.45pm - 6.00pm	The Power of Sequencing	Visual Presentation II

Kursus Pendengaran Efektif (Sehari)

Kursus sehari ini disediakan khusus untuk mereka yang memerlukan kemahiran dalam pendengaran efektif dalam melaksanakan tugas terutamanya ketika menghadiri taklimat, perbincangan dan mesyuarat. Kursus ini menggunakan kaedah-kaedah pembelajaran dewasa yang telah terbukti mudah diikuti, berkesan dan praktikal. Peserta-peserta diberi peluang secukupnya untuk menerap kaedah-kaedah pendengaran efektif melalui aktiviti berkumpulan dan latihan persendirian yang telah dirumus dengan tujuan untuk mencapai matlamat kursus. Setelah mengikuti kursus ini, peserta-peserta akan berupaya untuk berkomunikasi secara yakin dan profesional lantas meningkatkan imej organisasi.

Matlamat Kursus

Matlamat utama kursus ini adalah untuk membantu peserta meningkatkan kemahiran pendengaran supaya lebih efektif.

Pendekatan Kursus

Kursus ini menggunakan kaedah-kaedah pembelajaran dewasa sepenuhnya untuk memantapkan kefahaman, keberkesanan dan penerapan. 80% daripada kandungan kursus adalah berbentuk aktiviti-aktiviti berkumpulan dan persendirian, yang membantu peserta-peserta belajar dan berlatih kaedah-kaedah pendengaran efektif dalam suatu suasana yang positif lagi menggalakkan pembelajaran.

Ringkasan Kursus

Kursus ini akan merangkumi tajuk-tajuk berikut:

Modul 1

Pengenalan

Mengapa pendengaran efektif penting
Ciri-ciri Pendengaran efektif

Modul 4

Menunjuk kefahaman

Menggunakan soalan untuk menunjukkan kefahaman
Latihan perseorangan / kumpulan

Modul 2

Mendengar secara aktif

Bagaimana mendengar secara aktif
Latihan perseorangan / kumpulan

Modul 5

Melahirkan simpati dan hormat

Petua menimbulkan kesefahaman dengan melahirkan rasa simpati dan hormat
Latihan perseorangan / kumpulan

Modul 3

Memberi maklumbalas

Gaya memberi maklumbalas ketika mendengar
Latihan perseorangan / kumpulan

Modul 6

Sesi Soal Jawab dan Penutup

Fasilitator akan menjawab segala kemusykilan yang masih ada berkenaan bidang kursus ini.

Kursus Ucapan Awam Untuk Kakitangan Kerajaan

Kursus ini disediakan khusus untuk kakitangan kerajaan yang memerlukan kemahiran dalam pengucapan awam dalam melaksanakan tugas terutamanya ketika menyampaikan taklimat dan menyuarakan pendapat di dalam mesyuarat. Kursus ini menggunakan kaedah-kaedah pembelajaran dewasa yang telah terbukti mudah diikuti, berkesan dan praktikal. Peserta-peserta diberi peluang secukupnya untuk menerap kaedah-kaedah pengucapan awam melalui aktiviti berkumpulan dan latihan persendirian yang telah dirumus dengan tujuan untuk mencapai matlamat kursus. Setelah mengikuti kursus ini, peserta-peserta akan berupaya untuk berkomunikasi secara yakin dan profesional lantas meningkatkan imej jabatan kerajaan.

Matlamat Kursus

Matlamat utama kursus ini adalah untuk membantu kakitangan kerajaan meningkatkan kemahiran dalam berucap di hadapan khalayak ramai.

Pendekatan Kursus

Kursus ini menggunakan kaedah-kaedah pembelajaran dewasa sepenuhnya untuk memantapkan kefahaman, keberkesanan dan penerapan. 80% daripada kandungan kursus adalah berbentuk aktiviti-aktiviti berkumpulan dan persendirian, yang membantu peserta-peserta belajar dan berlatih kaedah-kaedah penyampaian awam dalam suatu suasana yang positif lagi menggalakkan pembelajaran.

Ringkasan Kursus

Kursus ini akan merangkumi tajuk-tajuk berikut:

Modul 1

Pengenalan Pengucapan Awam

Menilai tahap persediaan diri
Ciri-ciri ucapan yang baik
Menguasai darah gemuruh

Modul 2

Ucapan Spontan

Kaedah berfikir dan berucap secara spontan

Modul 3

Penyusunan Ucapan

Tatacara menyusun ucapan

Modul 4

Gerakan Badan

Gerakan badan dalam ucapan awam

Modul 5

Kepelbagaian Suara

Teknik kepelbagaian suara

Modul 6

Penggunaan Alat Bantu

Kaedah penyediaan dan penyampaian menggunakan powerpoint, flipchart dan lain-lain

Kursus Pengacara Majlis

Objektif

- ☑ Memberi pendedahan kepada peserta terhadap peraturan-peraturan dan aturcara majlis rasmi
- ☑ Memberi pengetahuan tentang cara-cara mengurus, mengatur, mengelola dan mengendalikan sebarang majlis/kerajaan
- ☑ Melahirkan pengacara majlis yang berkebolehan mengendalikan majlis-majlis rasmi

Topik Utama

- ☑ Pengurusan majlis dan konteks perhubungan awam
- ☑ Formaliti protokol majlis
- ☑ Peranan pengacara majlis
- ☑ Tertib menghadiri majlis dan tatariyas
- ☑ Pengenalan kepada ketrampilan imej

Kandungan Kursus

- ☑ Ciri ciri penting dalam penyampaian
- ☑ Penyediaan skrip, persediaan sistem audio
- ☑ Kaedah, tips dan panduan penyampaian
- ☑ Protokol/Etika

Kursus Lanjutan Pengacara Majlis

Objektif

- Mengulangkaji kefahaman peserta terhadap peraturan-peraturan dan aturcara majlis rasmi
- Memperkukuhkan pengetahuan tentang cara-cara mengurus, mengatur, mengelola dan mengendalikan sebarang majlis/keramaian
- Melahirkan pengacara majlis yang berkebolehan mengendali majlis-majlis rasmi

Topik Utama

- Pengurusan majlis dan formaliti protokol majlis
- Peranan pengacara majlis
- Tertib menghadiri majlis dan tatarias

Kandungan Kursus

- Ciri ciri penting dalam penyampaian
- Penyediaan skrip, persediaan sistem audio
- Kaedah, tips dan panduan penyampaian
- Protokol/Etika

Kaedah Kursus

- Penerangan Fasilitator
- Latihan Intensif Praktikal Pelatih mengendali pengacaraan majlis makan malam rasmi, majlis perasmian / pelancaran, majlis amal, program hiburan / kesenian dan acara sukan
- Rakaman dan tayangan semula video latihan praktikal pelatih
- Maklumbalas serta perbincangan sesama pelatih-pelatih

Kursus Penyampaian Efektif

Kursus ini disediakan khusus untuk kakitangan kerajaan yang memerlukan kemahiran dalam pengucapan awam dalam melaksanakan tugas terutamanya ketika menyampaikan taklimat dan menyuarakan pendapat di dalam mesyuarat. Kursus ini menggunakan kaedah-kaedah pembelajaran dewasa yang telah terbukti mudah diikuti, berkesan dan praktikal. Peserta-peserta diberi peluang secukupnya untuk menerap kaedah-kaedah pengucapan awam melalui aktiviti berkumpulan dan latihan persendirian yang telah dirumus dengan tujuan untuk mencapai matlamat kursus. Setelah mengikuti kursus ini, peserta-peserta akan berupaya untuk berkomunikasi secara yakin dan profesional lantas meningkatkan imej jabatan kerajaan.

Matlamat Kursus

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Pendekatan Kursus

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Teknik kepelbagaian suara

Modul 6

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Kaedah penyediaan dan penyampaian menggunakan powerpoint, flipchart dan lain-lain

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Latihan perseorangan / kumpulan

Modul 6

Sesi Soal Jawab dan Penutup

Fasilitator akan menjawab segala kemusykilan yang masih ada berkenaan bidang kursus ini.