

# Communicating



# Effectively

*Communication -- the human connection  
-- is the key to personal and career success.*

## **Who will Benefit?**

- ✓ Management Staff (All Levels)
- ✓ Sales Staff
- ✓ Executives
- ✓ Technical and Non-Technical Staff
- ✓ All those who communicate in their daily job functions.

This program is designed to improve your communication skills and enhance both oral and written communication.

- ✧ Enhance their communication skills.
- ✧ Understand & avoid the communication barriers.
- ✧ Learn about the oral and written communication.
- ✧ Learn the techniques of leading meetings.
- ✧ Learn how to observe & respond to body language.

## **Topics to Be Covered**

- ✓ Ice Breaking and Overview
- ✓ Communication - The Beginning
- ✓ The Principles of Effective Communication
- ✓ Communication Barriers
- ✓ Implications of Ineffective Communication
- ✓ Oral and Written Communication
- ✓ Techniques of Leading Meetings
- ✓ Body Language

## **Trainer's Background**

**Akashdip Singh** has more than 13 years of corporate experience and involved in the Training & Development field for more than 10 years, in more than 12 countries. Akash speaks fluent English and Bahasa Malaysia; giving him the special edge to share his knowledge with others.

Akash graduated with a Bachelor of Mechanical Engineering (Hons) Degree from University Technology of Malaysia (UTM); which meets the current academic requirement for standing as a Professional Engineer in Australia. He started his career as an Engineer with Maxis Communications and later on, moved into managerial position. His last held position was as a Project Manager with YTL.

Akash's main job responsibilities in his corporate capacity was to ensure customer satisfaction exceeds expectation. He has vast experience in dealing with internal and external customers and managing customer relationships. Utilizing on his sound technical and people skills, Akash was assigned as the key coordinator between technical and non-technical departments.

His passion lies in developing people by sharing his experience and exposing them to a variety of corporate games, then relates the learning to their work and life. Akash makes trainings extremely lively, full of zest and just simply creates magic in his sessions.

More than 10,000 executives have benefited from Akash's trainings/speeches in areas of Motivation, Goal Setting, Presentation Skills, Supervisory Skills, Customer Relationships and others. Some of his corporate clients include

- ✓ ALSTOM, Malakoff Sdn Bhd, Maxis Communications
- ✓ Intercontinental Specialty Fats Sdn Bhd
- ✓ Malaysian Assurance Alliance (MAA) Bhd