

EFFECTIVE COMMUNICATION IN THE WORKPLACE & PROFESSIONAL PRESENTATION SKILLS

**MALAYSIA HR FORUM ACADEMY,
MENARA PKNS PETALING JAYA**



Module Overview

Effective communication in the workplace ensures employees can convey accurate messages, obtain precise information they need to perform well, build a positive work environment, and eliminate inefficiencies while maintaining or improving human relationships. Presentation skills and the ability to present ideas effectively at work are also essential skills required for daily work communication. Non-verbal communication like eye contact, body language, and tone of voice are also important aspects of workplace communication and when delivering impactful professional presentations. In today's dynamic and competitive workplace, the ability to communicate ideas, influence others, and deliver compelling presentations is highly valued. When you captivate and motivate the audience, convey messages with clarity, and leave a lasting impression, people are more likely to be inspired, have their minds shifted and be encouraged to take action. Therefore, this comprehensive training program is designed to equip participants with both the essential skills and techniques to attain effective communication skills and obtain impactful presentation skills in a professional setting. Throughout this training, we will explore various facets of communication and presentation skills, including verbal & non-verbal communication, being assertive, structuring presentations, speaking and delivering presentations with confidence, and handling questions and feedback constructively. Participants will also learn how to leverage their communication skills and body language to deliver impactful presentations that inspire, inform, and engage their audience. Attending this training programme will allow participants to learn the skills it takes to shift the way people think, feel and behave in the desired pattern merely from hearing them speak.



Module Overview

Clear communication is the foundation of every successful workplace. Whether leading meetings, presenting ideas, influencing stakeholders, or collaborating with colleagues, the ability to communicate with confidence and clarity directly impacts productivity, teamwork, and business results.

This practical programme helps participants strengthen their communication and presentation skills through proven techniques in verbal and non-verbal communication, active listening, assertiveness, presentation delivery, audience engagement, and handling questions with confidence.

Participants will learn how to communicate more effectively, build stronger professional relationships, present ideas with greater impact, influence others positively, and inspire action across a wide range of workplace situations.

By the end of the programme, participants will be better equipped to communicate with confidence, build stronger workplace relationships, deliver engaging presentations, influence decisions professionally, and leave a positive and lasting impression in every interaction.



Learning Objectives

- To enhance participants' understanding of the importance of effective communication and professional presentation skills in the workplace settings.
- To improve active listening skills for improved understanding and engagements in conversations
- To develop the participants' verbal and non-verbal communication skills to enable them to express themselves clearly, concisely and with confidence.
- To equip participants with assertive communication techniques, enhance presentation delivery skills and deliver presentations that leave a lasting impression.
- Build a strong personal brand and professional reputation through effective communication & presentation skills.



Targeted Participants

All levels of employment in any organisational background especially:

- Managers
- Executives
- Training Coordinator
- Training Officer
- HR Officer
- Educators
- Sales
- Customer Service
- Corporate Trainer
- Instructors
- Team Leaders

Duration

2 days

Learning Outcomes

Below are just some of the key take-away learnings from this hands-on & practical workshop. The majority of what has been learnt can be applied to participants' work & daily lives immediately upon the completion of this workshop. At the end of this workshop, participants will be able to:

- Understand and appreciate the importance of effective communication and professional presentation skills
- Demonstrate improved active listening skills such as paraphrasing and reflective listening
- Communicate verbally with clarity and confidence using clear and compelling messages to effectively convey ideas and information
- Understand and utilise non-verbal communication cues effectively including body language, eye contact, intonation, gestures and spatial command to enhance the impact of their words in everyday communication and also captivate audience during presentations.
- Express ideas, opinions, needs and boundaries assertively.
- Apply feedback and adopt continuous improvement strategies to enhance communication and presentation skills.
- Structure presentations effectively to maximise impact and audience engagement.
- Demonstrate confidence and strong presence when communicating & delivering presentations.
- Deliver persuasive and memorable presentations that leave a lasting impact.



 **Contents Day 1 | 9 am – 5 pm**

Effective Communication in the Workplace

Module 1: Introduction to Effective Communication

- Importance of effective communication in personal and professional life
- Common communication challenges and their impacts
- Types of difficult people and unwanted behaviours in communication
- Common Communication Styles

Module 2: Active Listening – Listening is Communication too

- Understanding the importance of active listening.
- The benefits of Active Listening
- Active Listening techniques: paraphrasing and reflective listening
- Overcoming barriers to active listening

Module 3: Verbal Communication Skills – Right Words, Right Time

- The power of words and their impacts on effective communication.
- Linguistic Viruses of unhealthy communication
- Being clear and concise – strategies to master
- Building trust through your words
- Handling toxic communication in the workplace

Module 4: Non-Verbal Communication Skill

- Understanding the significance of non-verbal cues
- Interpreting body language, facial expressions
- Posture, Deportment and Spacing
- The influence of your appearance in persuasive communication.

 Contents Day 1 | 9 am – 5 pm

Module 5: Assertive Communication

- What is assertiveness and its role in effective communication
- Techniques for expressing opinions, ideas, needs and boundaries assertively
- Handling objections and turning back to focus in conversations
- Using positive and constructive language in being assertive.
- Techniques of expressing empathy, understanding and encouragement.

Module 6: Effective Feedback

- The importance of giving and receiving feedback
- Constructive feedback techniques for professional growth
- Providing feedback: the art of being respectful and supportive

 Contents Day 2 | 9 am – 5 pm

Professional Presentation Skills

Module 7: Introduction and Purpose

- Course objectives overview and structure of training
- How one speech can change lives
- Finding your personal presentation goals
- Beginning with the end goal in mind

Module 8: Creating Compelling Contents

- Creating your content
- The CIDER & So What test
- Structuring your brilliant content
- Storyboard / Speechboard
- Owning and Glance-Auditing Slides
- Crafting Impactful Ending

Module 9: Delivering Your Presentation with Confidence

- Planning your delivery
- Strategies Building Confidence & Conquering Fear
- Body language for confidence & Spatial Command
- MEPS : Motion, Eye contact, Pause, Smile.

 Contents Day 2 | 9 am – 5 pm

Module 10: Rehearse & Rehearse

- Rehearsal strategies for seamless delivery
 - Voice Archotyping: Projection, Modulation and Pacing
 - Prepare to build rapport and engage
 - Forgot what to say next? – what do you do
- Module 11: Being Prepared**
- The day before the presentation
 - The morning before the presentation
 - Training tools and aids
 - Nutrition & Rest
 - Dressing for Influence

Module 11: Post Presentation Practices

- Anticipating Questions
- Aiding feedbacks
- Post-presentation to-do's
- Follow up with potentials

