

# Interpersonal Communication Skills

University of Malaya City Campus



## Introduction

Even if you are a skilled communicator, you may not be communicating effectively at work. Your business culture, priorities, processes and physical environment, all play a part in how well information is sent and received. A large part of improving your communication environment is improving your own ability to communicate on an interpersonal level.

One of the paradoxes of the 21st Century is that we are able to communicate like never before. We have 24-hour news, e-mail, internet chat and cell phones everywhere. Still, the quality of our communication seems to be diminishing—we write fewer long letters, we rarely sit down for dinner with our family, we have fewer face-to-face encounters and we take less time to hold meaningful conversations. As the efficiency of our communication increases, it becomes less interpersonal. In a world of perpetual sending and receiving of messages, our contact with other people becomes routine and efficient like the drive-up window at Burger King. We pass some impersonal words, get our value meal and drive off. The process occurs with hardly a thought. We're on autopilot.

Actually there is nothing wrong with this type of impersonal communication—which we seem to be doing more and more of—as long as we do not neglect the more meaningful interpersonal communication that makes a real difference in our work and personal lives—which we seem to be doing less of.

## Benefits

By the end of the programme participants would be able to:

- i. Identify your communication roles & challenges as a manager.
- ii. Differentiate interpersonal and impersonal communication.
- iii. Recognize the 'barriers' to good communication.
- iv. Cope with negative situations & difficult people.

## Programme Methodology

Various tools and techniques will be used to enhance learning and ensure transfer of knowledge and competency for practical application. The approach will employ lectures, demonstrations and group inductions.

## Programme Assessment

To complete this programme all participants must fulfil a requirement that is 100% full attendance which will be taken for each class. The participants will be given Certificate, if they have successfully completed the programme based on the requirement.

## Study Materials

The participants will be given a student book.

## Content

1. Behaviour style
2. Active listening skills
3. Barriers to good Listening
4. The power of non-verbal communication – role play
5. How to avoid misunderstanding
6. Dealing with difficult people and situations
7. How to make an unforgettable first impression
8. People skills for effective networking- activity



## Facilitator Ismail Hashim

Ismail Hashim holds an MBA in Total Quality Management from Newport University, USA and has been initially trained in mechanical engineering in United Kingdom and obtained professional training in management and human capital development. He has undergone a course in Certificate in Training and Development from Institute of Administrative Management, UK. He is also an associate member of Malaysian Institute of Management (MIM) and a member of Malaysian Society for Training and Development (MSTD).

Ismail has 22 years of work experience and has been in several positions at various levels such as executive, management and senior management including 12 years of experience in the areas of education and training. He started his career as a Technical Officer with Ministry of Education for eight years and he then joined a private education institution as Principal. He was then appointed as Head of Human Resource Department and accountable for the development of about 100 members of the staff in academic and administration departments. Before becoming a fulltime training consultant, Ismail served Standard Chartered Bank Malaysia Bhd. central level as a Training Coordinator.

## Registration Form

### Personal Data

NAME			
RESIDENTIAL ADDRESS			
TELEPHONE	MOBILE PHONE	I/C NO	

### Employer Data

EMPLOYER			
OFFICE ADDRESS			
TELEPHONE	FAX	EMAIL	

### Registration Fee: RM850.00 only

Payment can be made by cash or using crossed cheque/bank draft/money order/telegraphic transfer made payable to UMCCed.

If you wish to pay through CIMB Bank, payment should be made payable to the account below:

**Account Name : UMCCed**  
**Account Number : 14400009148053**  
**Bank : CIMB Bank**

Please send a copy of your bank-in slip to UMCCed and a receipt of acknowledgement will be given.

### Replacement or Cancellation

If you are unable to attend, a substitute or replacement is allowed at no extra cost provided that a written notice is given **TWO WEEKS** prior to the event. Cancellation from the course is subject to the following:

- Seven (7) working days prior to commencement – full refund
- Less than seven (7) working days prior to commencement – 50% refund
- After commencement – no refund will be made

Please note that **CANCELLATION BY PHONE** will not be accepted. UMCCed must receive a written notice as mentioned above.



For further information/registration, please contact:  
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