



**UTM**  
UNIVERSITI TEKNOLOGI MALAYSIA

School of  
Professional and  
Continuing  
Education  
(SPACE)

# PROFESSIONAL CERTIFICATE IN COMMUNICATION SKILLS FOR WORKPLACE

**CLOSING DATE** .....

 **15<sup>th</sup> AUGUST 2019**

**VENUE** .....

**JOHOR BAHRU / KUALA LUMPUR**



Effective communication is the key to success in professional and personal endeavors. The right strategy, carefully chosen words, and respect extended through communication can be the making of a team or an individual. This course outlines different paradigms for communication, explores interpersonal communication and its applications in the workplace, discusses the impact of conflict in communication and how to resolve it, provides strategies for persuasion and negotiation in communication, and provides key guidelines for giving and receiving feedback.

## LEARNING OUTCOMES

By the end of the course, participants will be able to:

- recognize different perspectives and assumptions in communication
- explain the principles of good interpersonal communication and its applications
- explore the impact of conflict in communication, and how to resolve it
- develop and demonstrate strategies for persuasion and negotiation in communication
- review and practice strategies for giving and receiving feedback
- set attainable goals to improve personal communication skills

## TARGET AUDIENCE





**Working adults**  
(private and public sectors with minimum 2 years of work experience)

## PROGRAMME CONTENTS

- Module 1:** Communications Paradigms
- Module 2:** The Five Principles of Effective Communication
- Module 3:** Conflict Resolution
- Module 4:** Persuasion and Negotiation
- Module 5:** Giving and Receiving Feedback
- Module 6:** Goal Setting

## DURATION

**3 Months** (Weekend Class)  
• **SEPTEMBER - NOVEMBER 2019**

-  Centre for Professional Development, UTMSPACE Johor Bahru
-  07-5218170 (Ms. Nur Aishah Dianah)
-  07-5205725
-  aishahdianah@utmSPACE.edu.my

**UTMSPACE** ESTD 1982™

**HRDF Claimable**

UTMSPACE is a Training Provider under HRDF  
(Reg. No. 0902)

**IN-HOUSE COURSE** can be designed in accordance with organizational requirements

# REGISTRATION FORM

To confirm your registration, please complete this form including payment.

YES! Please register the following participant(s) for this course

I am interested but unable to attend. Please put me on your mailing list

Please tick (/) where applicable

Course Name : **PROFESSIONAL CERTIFICATE IN COMMUNICATION SKILLS FOR WORKPLACE**

Duration : **September - November 2019 (3 Months - Weekend)**

Venue : **Johor Bahru / Kuala Lumpur**

Fee :  **RM3500.00** per pax

Please contact MS. NUR AISHAH DIANA at 07-5218170 for special package (more than 20 persons) and accommodations.

## \*DETAILS OF PARTICIPANT ATTENDING THE COURSE :

Bil.	Name of Participant	Mobile No.	E-mail	NIRC (for HRDF claim)	FEE (RM)

(Please attach a separate list if necessary)

\*UTMSpace respects the privacy of its customers with regards to personal data. For further details, please visit [www.utmspace.edu.my/pdpa](http://www.utmspace.edu.my/pdpa)

Total

SPONSORSHIP :  Self-Sponsored  Company-Sponsored

## INDIVIDUAL / COMPANY DETAILS (for issuance of invoice) :

Organisation : \_\_\_\_\_  
Address : \_\_\_\_\_  
Contact Person : \_\_\_\_\_ Co. Reg. No.\* : \_\_\_\_\_  
Tel. No. : \_\_\_\_\_ Designation : \_\_\_\_\_  
Fax No. : \_\_\_\_\_ E-mail : \_\_\_\_\_  
\* If applicable

*Cancellations received in writing 30 days prior to the programme are eligible for refund, subject to a 15% cancellation fee. Cancellations received less than 14 days from the date of the programme are not eligible for a refund. However, substitute attendees are welcome. Please note that the speakers and topics are confirmed at the time of printing. However, circumstances beyond the control of the organisers may necessitate substitutions or cancellations of speakers and/or topics. As such UTMSpace reserves the right to alter or modify the advertised speakers and/or topics.*

Authorised Signature\* : \_\_\_\_\_ Date : \_\_\_\_\_  
Name : \_\_\_\_\_ Designation : \_\_\_\_\_  
\* Head of Department/ Approving Manager

Company Stamp

## MODE OF PAYMENT

### A. Cheque or Bank Draft

Cheque No. / Bank Draft No. : \_\_\_\_\_ Bank/ Branch : \_\_\_\_\_

All crossed cheque / bank draft should be made payable to Account Name : **UTMSpace**  
Account Number : **8601518228** | Bank Name : **CIMB Islamic Bank Berhad** | Branch : **UTM Skudai, Johor**

### B. Telegraphic Transfer / Local Order

Transaction Date : \_\_\_\_\_ Reference Number : \_\_\_\_\_

| Terms & Conditions Apply |

## FOR FURTHER INFORMATION, PLEASE CONTACT :

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