

# Mastering Communication: Strategies for Professional Success

Management & Leadership  
Kuala Lumpur (Malaysia)  
28 Jul - 01 Aug 2025

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A close-up photograph of chess pieces on a checkered board. In the foreground, a large, ornate gold king piece stands prominently. To its left, a smaller silver pawn is visible. Further back, another silver pawn is positioned. The background features a series of concentric, light gray circles that create a sense of depth and focus on the king piece.

## Mastering Communication: Strategies for Professional Success

**Ref:** 321401\_127071 **Date:** 28 Jul - 01 Aug 2025 **Location:** Kuala Lumpur (Malaysia) **Fees:** 4200 Euro

### Course Description

This intensive 5-day course is designed to transform your communication skills, equipping you with the tools and techniques needed to excel in professional environments. From mastering verbal and non-verbal cues to crafting compelling written messages, you'll develop a comprehensive toolkit for effective communication across various platforms and situations.

### Learning Objectives

- Enhance verbal communication skills for clear and impactful messaging
- Develop strong non-verbal communication awareness and techniques
- Master the art of active listening and empathetic response
- Improve written communication for various professional contexts
- Learn strategies for effective conflict resolution and negotiation
- Develop skills for persuasive presentations and public speaking

### Course Modules

#### Day 1: Foundations of Effective Communication

- Understanding communication models and processes
- Identifying personal communication styles
- Overcoming common communication barriers
- Developing emotional intelligence for better communication

#### Day 2: Mastering Verbal Communication

- Techniques for clear and concise speech
- Effective use of tone, pitch, and pacing
- Strategies for engaging conversations and discussions
- Adapting communication style to different audiences

#### Day 3: Non-Verbal Communication and Active Listening

- Understanding and utilizing body language
- Interpreting facial expressions and gestures
- Mastering the art of active listening
- Developing empathy and rapport-building skills

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## **Day 4: Written Communication and Digital Etiquette**

- Crafting clear and impactful emails and reports
- Effective communication in virtual meetings
- Social media communication for professionals
- Navigating cultural differences in written communication

## **Day 5: Advanced Communication Strategies**

- Techniques for persuasive presentations
- Conflict resolution and negotiation skills
- Strategies for difficult conversations
- Developing a personal action plan for ongoing improvement

## **Practical Wins for Participants**

- Increased confidence in professional interactions
- Improved ability to influence and persuade others
- Enhanced team collaboration and leadership skills
- Reduced miscommunication and increased productivity

A graphic of a chessboard with several chess pieces. A large gold king piece is prominent in the foreground, with a silver pawn and a silver knight behind it. The board has a checkered pattern, and there are concentric circles in the background.

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