



#Public Training/Workshop#

EXCELLENCE BUSINESS COMMUNICATION SKILLS

(Using Neuro-Linguistic Programming)

“The Art Of Adventure For Lifelong Learning”

Learning Outcome:

- **Communication Discovery** - Adopt an effective communication style & skill to suit different personalities.
- **Use of the natural power of thinking** - to Improve communication with others .
- **Be more persuasive** – learn the essential skills to influence and inspire
- **Improve confidence** – with the skills to communicate effectively, your self esteem and self worth will be elevated to new levels.
- **Work better with others** – develop the flair to interact well with others
- **Use your mind to its full potential** – use both sides of your brain to achieve maximum output.
- **Enhance quality of life** – make better choices and discover new directions .
- **Know yourself and others better** – having a greater understanding of yourself and those around you will make you a better listener.
- **Motivate yourself and others** – enhance yours' and others' performance.
- **Become a better communicator** – communicate with integrity and clarity

Methodology:

In this experiential training, the training facilitator adopts a coaching and facilitative approach. It is very important to engage the participants in reviewing their own outcomes.

The activities are designed to illustrate key issues that the participants are facing in communicating by using NLP and BrainMode Power tools to create illustrations, demonstrations and activities such as role plays, Mind exercises, group discussion.

Date:

23 - 24 May 2017

Duration:

2 days (9am - 5pm)

Medium:

English & Bahasa Malaysia

Venue:

Vistana Hotel, KL

Who will benefit :

- Supervisor,
- Executives,
- Customer Service, Receptionist,
- Human Resource,
- people who want to improve their communication skills and be more confidence in interacting with others.



Program Schedule :

Registration	: 8.30am
Morning session	: 9.00am - 10.30am
Morning Tea	: 10.30am - 10.45am
Lunch	: 1.00pm - 2.00pm
Afternoon session	: 2.00pm - 3.30pm
Afternoon Tea	: 3.30pm - 3.45pm
End	: 5.00pm



COURSE CONTENT

Module 1 :

The Understanding of the Business Communication

1. 5W1H in communication
 - What is Communication?
 - Who is Responsible for Communicating Effectively?
 - Why We Need to be Effective Communicators?
2. Barriers to Effective Communication
 - The Communication Situation
 - Identify Where Difficulties in Communication Arise.
 - The Common Causes of Communication Failure

Module 2 :

Discovery the Communication with BrainMode

Power@ :

Learning – Thinking - Communicate

1. How to use the left and right side of your brain to achieve its full potential
2. Personal preferences (learning mode) of taking in information and expressing themselves.
3. Change the way you think by re-wiring your brain, breaking habits and thinking more positively.
4. The characteristic and the style in communication related with the brain mode.
5. The Rapport Building & Important of People Skills

Module 3 :

The Communication Skills Using the NLP

1. The Body Language Pattern
2. Advance language patterns that access the sub-consciousness.
3. What words to use to encourage better communication, how to use body language to build rapport
4. The Buying Factors – Influence Others with NLP techniques
5. 4 (Four) Methods you can use

Module 4 :

The Professional Business Communication Medium:

1. Listening Skills
2. Written Communication - Online vs. Offline
 - Proposal, latter, memo, email
 - Matching others understanding in written communication
3. Oral Communication
4. The Do's and Don'ts of excellent business communication
5. The Management Pyramid & Communication
6. Cross Seniority Communication

Module 5 :

Improve Your Communication

1. Improving your Self Image
2. Greeting people
3. Communicate with negative people
4. Learning to Say 'No'
5. Asking Questions, Giving Opinion and Suggestion

Module 6 :

Review , Reflections and Action Plans

1. Evaluate the experience and plan for using the skills on the job and in life
2. Personal Action Plans and Commitment



COURSE LEADER

Mohammad Aslam b Mohammad

B. Sc. Hons (IT), General Science (Kuwait)

Certified NLP® Practitioner (ABNLP), Time Line Therapy® Practitioner (TLTA)

A degree holder in Information Technology major in Production Engineering in a local university and General Science Studies in Kuwait, Mohammad Aslam has been in training and consultancy field since 2008.

Mohammad Aslam also had attended numerous training which enables him in enhancing his competency in performing his task. As known to be an energetic and dynamic trainer, he has conducted training and facilitation for organizations and individuals to be leaders of today's demanding society. Besides that, Mohammad Aslam plays a big role in the society to produce more entrepreneurs with his framework/structure program. An accomplishment in his program design was the recognition from higher education recognition and the years of commitment from entrepreneurship institution in the government with him. Among the unique approach that he use in his design is 'real business simulation program' based on Learn – Do – Feel – Faced methods.

He normally share the use of psychometric instruments or tools that helps people understands their psychological preferences, improve relationships and fulfil human potential in his training programs. He adopts a very participative approach in his training using lectures, group activities, case study, role play, discussions, and real life simulations. His work in training clients includes identifying the deficiency/gap, training design, formulating training strategies, training plan and carrying out customized training programs with emphasis on result.

His skills and experience make him a value trainer and consultant for organization such as Telekom Malaysia(TM), Proton, Toyota, Delphy, HP, PJ Bumi, Universiti Teknologi MARA (UITM), International Islamic University(IIUM), Management Science Universiti (MSU), Kumpulan Karangraf, TLDM, YAUM Foundation, Perbadanan Kemajuan Negeri recognized by the government and corporate agencies. As a professional trainer that specializes in human development areas such as Motivational Programs, Team Building, Management Skills, Communication, Negotiation, Office Management, Training Need Analysis-TNA, Train the Trainer-TTT, Presentation, Time Management, Positive Work Culture, Stress Management and Entrepreneurship Development programs.

He has worked from the executive to senior managerial position which has enriched his exposure in dealings with employees and understanding the complexity of people behaviours. Mohammad Aslam has extensive experience in the field particularly in various industries such as creative, publishing, production & manufacturing. In the industry, Aslam was also responsible for the development and execution of Training Need Analysis (TNA), 5S Project, Total Productive Maintenance (TPM), Transformation Work Culture Program, and The Apprenticeship Structured Program (consist of On The Job and Off The Job Training). He was also responsible for the safety and ISO Internal Audit committee.

He incorporates his experience and knowledge in his programs to share and give the effective learning to his participants. As a trainer and consultant with his years of experience and the combination of his jovial, energetic, and colourful disposition when coupled with knowledge and wisdom, Mohammad Aslam has the ability to draw out the best outcome and deep impacts on clients immensely.

He is a certified trainer by PSMB (No: TTT/0450)

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Registration Form

EXCELLENCE BUSINESS COMMUNICATION SKILLS

Date : 22-23 Mar, 16-17 May, 13-14 Dec 2017 | Venue: Vistana Hotel, KL

PLEASE COMPLETE THIS FORM AND EMAIL / FAX TO US EMAIL :

icare@asl-solutions.com ; shafi@asl-solutions.com

FAX : +603-5545 1978 ; TEL : +603-5542 0023 (Hunting Line)

PARTICIPATION FOR TWO DAYS WORKSHOP FEE :

RM 1380 Per Pax (Normal Price)

GROUP REG: RM 1,104 PER PAX!!

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PARTICIPANT'S NAME :

Name : _____

Position: _____ Dept: _____

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Email: _____

Name : _____

Position: _____ Dept: _____

DL : _____ HP: _____

Email: _____

Company Name:

Address _____

City: _____ Postcode: _____

Tel : _____ Fax: _____

(Authorization (Signatory must be authorized on behalf of the company)

Person In Charge:

Name: _____

Position: _____ Department : _____

DL: _____ Email : _____

Signature: _____ Date: _____

This booking is **invalid** without a signature & company stamp.

TERMS & CONDITIONS:

1. Workshop Fee is not inclusive of accommodation and transportation
2. Fees are inclusive of program materials and refreshments.
3. Payment Terms - Following completion and return of the registration form, full payment is required within Ten (10) working days upon the issuance of invoice or a letter of undertaking (LOU) .Payment or LOU must be received prior to the conference/ training date. A receipt will be issued on payment. Due to limited conference/ training seats, we advise early registration to avoid disappointment.

4.CLIENT'S CANCELLATION/SUBSTITUTION

Client's cancellation must be received in writing by MAIL or FAX two (2) weeks prior to the event in. All bookings carry a **50% cancellation** liability should the notice given is less than two(2) weeks and **100% cancellation** liability 7-days prior to the event

Non-payment or non- attendance does not constitute cancellation. (However, complete set of documentation will be sent to you. Substitutions are welcomed at any time. All cancellations of registration must be made in writing)

5. If, for any unexpected circumstances or reasons that ASL Group decides to postpone this event, the client hereby indemnifies and holds ASL Group harmless from any cost incurred in by the client. The event fee's will be refunded,

ASL Group reserves the right to change the content without notice.

6. Copyright etc. - All Intellectual Property rights in all materials produced or distributed by group in connection with this event is expressly reserved and any unauthorized duplication, publication or distribution is strictly prohibited.

7. Important note: In the event that if ASL Group permanently cancels the event for any reason whatsoever, (Including, but not limited to any force majeure occurrence) and provided that the event is not postponed to a later date nor is merged with another event, the client shall receive a refund for the amount that the Client has paid to such permanently cancelled event.

8. All Payment should Be Made to :

ASL Training & Consultancy Sdn. Bhd.

COMPANY STAMP



PUBLIC TRAINING CALENDAR JAN - DEC 2017

PROGRAM / COURSE	DURATION (DAY)	QUARTER 1			QUARTER 2			QUARTER 3			QUARTER 4		
		JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEPT	OCT	NOV	DEC
Effective Budgeting & Cost Control Training	2		15 - 16					18 - 19					5 - 6.
Finance Management Course for Non-Finance Professionals	2		22 - 23						16 - 17				5 - 6.
Quality Performance Indicator For Accounting Personnel	2		22 - 23								10 - 11.		
Human Resource Management Training	2	11 - 12.								19 - 20			
Training Needs Analysis	2				18 - 19							1 - 2.	
5 Star Customer Services	2			29 - 30							24 - 25		
Managing Customer & Complaints	2		15 - 16							26 - 27			
Leaders of 21st Century	2	18 - 19										21 - 22	
Management, Leadership and People Skills for New Leader & Executive	2				18 - 19					12 - 13.			
Higher Productivity & Effective Supervisory Skills	2							11 - 12.					12 - 13.
Kepimpinan & Penyeliaan Yang Berkesan	2	25 - 26											
People Skill For Making Result	2	18 - 19										21 - 22	
Sefiasaha Cemerlang 2017	2				19 - 20				9 - 10.				
Positive Attitude At Work	2					18 - 19		25 - 26					6 - 7.
Bengkel Sikap Kerja Positif	2					18 - 19							
EQ & Stress Management	2				25 - 26								11 - 12.
Pengurusan Rekod Dan Fail Yang Efektif	2			22 - 23		16 - 17						13 - 14	
Pengurusan Stor Dan Inventori Berkesan	2			22 - 23		16 - 17						13 - 14	
Pengurusan Masa, Multitasking & Tekanan Secara Efektif	2								22 - 23		23 - 24		
Behavioral Interview Technique	2					22 - 23					10 - 11.		
Recruitment & Selection Training	2					22 - 23					10 - 11.		
Professional Sale Excellence	2	25 - 26											
Closing Sale With The Power of Profiling	2				18 - 19								13-14.
Jom Jadi Kreatif!	2			22 - 23						26 - 27			
Excellent Business Communication Skills (Using NLP)	2					23 - 24							
Kemahiran Interpersonal (NLP)	2									7 - 8.			
Writing Good Business Documents & Reports	2	11 - 12.						11 - 12.					
Professional Grooming	2		22 - 23									3 - 4.	5 - 6.
Microsoft Excel Training (Intermediate)	2				11 - 12.					22 - 23			
Microsoft Excel Training (Advance)	2				11 - 12.					22 - 23			
Communicating In English - Speak Well, Present Yourself Well	2					3 - 4.							4 - 5.
Awareness On Rigging & Slings Training	2			8 - 9.							10 - 11.		
14 Quality Tools For Decision Making & Process Improvement	2			14 - 15									1 - 2.
Poka Yoke - Achieving Zero Defects in Production Operation	2									26 - 27			
Expanding Future Success Through Lean Manufacturing Program	2					8 - 9.				12 - 13.			

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