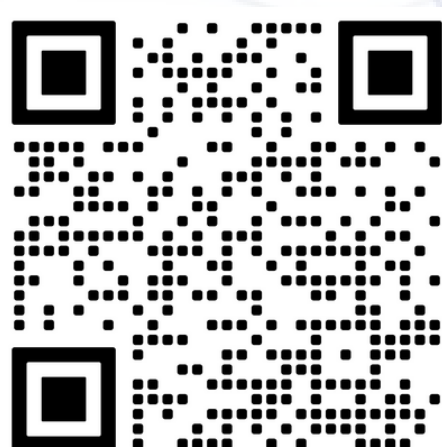


NEW AGE COMMUNICATION MASTERY

REGISTER NOW!

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✓ **APRIL 23, 2024** | **KUCHING**
Raia Hotel & Convention Center

✓ **MAY 13, 2024** | **KUALA LUMPUR**
Seri Pacific Hotel

LEARNING OUTCOMES

- Be able to customise your message to your audience
- Develop a clear intent
- Learn to start with the end in mind
- Learn to be concise
- Make your messages memorable
- Build productive communication habits

TARGET AUDIENCE

- Professionals
- Individuals involved in organizational or business communication
- Anyone navigating a rapidly changing work environment

INTRODUCTION

In our rapidly changing organisational and business environment, communication remains the key to effectiveness and productivity. This practical workshop focuses on the habits and tools that will help you master communication in our rapidly evolving times.



Meet our Trainer
IVAN EVETOVICS

For over 15 years, Ivan has been a very passionate trainer in designing and delivering exciting yet effective training and educational programs. He works with a wide range of organizations and businesses ranging from large to small, local and fortune 500, public and private to enhance the productivity of their human resources. His area of expertise combine a global outlook with deep understanding of the local culture range from presentation and persuasion skills, team - building, communication skills and Business English. He is able to blend with our local language and culture after living in Malaysia for over 30 yers.



LEARNING MODULES

Module 1: Becoming Audience Centric

- Discover different communication styles
- Learn to customise your message to personality types
- **Activity:** Role-play

Module 2: Starting with the End In Mind

- Clarify your intended communication outcome
- Identifying your Big Message
- **Activity:** Intention Setting

Module 3: Brevity in the World of Information Overload

- The case for brevity
- How to keep things short
- **Activity:** De-Brief

Module 4: Making Your Message Memorable

- Levers of stickiness
- The art of story telling
- **Activity:** Sticky Notes

Module 5: Communication Under Pressure

- The OFNR framework for difficult conversations
- Turning conflict into opportunities
- **Activity:** OFNR Simulation

Module 6: The Communication Habit

- Turning insights into habits
- The Habit Builder
- **Activity:** Self-reflection and habit planning

Please register me/us for the workshop on

NEW AGE COMMUNICATION MASTERY

- April 23, 2024 | Kuching
 May 13, 2024 | Kuala Lumpur



Do you intend to utilize HRDCorp Levy for this program? **Yes / No**

Upon submission of this form, I confirm I have read and accepted the terms and conditions of this registration.

Name :

Position :

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Name :

Position :

Email :

Name :

Position :

Email :

Company :

Address :

Tel:..... Fax:.....

Email :

Nominating Person :

Position :

Approving Person :

Position :

Invoice Attention to:.....

Email :

Closing Date: April 16, 2024 (KCH) | May 6, 2024 (KL)

MRS MANAGEMENT SDN BHD (275222-P)

www.trainingprovider.org

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INVESTMENT FEE (Per Participant) *The fee is not yet inclusive of SST

EARLY BIRD RATE <small>PER PAX PER COURSE</small>	NORMAL RATE <small>PER PAX PER COURSE</small>	CLOSING DATE OF REGISTRATION
RM1,500 <small>Applicable for registrations received and paid one month before commencement of the course</small>	RM1,700 <small>Applicable for registrations received and paid after the EBR Closing Date</small>	EBR: One month before commencement of the course NR: One week before commencement of the course

TERMS & CONDITIONS:

- Fees are inclusive** of programme materials, refreshments, luncheons and certificate.
- Outstations participants** are advised to call MRS before making any air-travels and hotel payments. MRS shall not be liable for any loss or damage, costs or additional charges that may arise from the failure to confirm with us before making such arrangements.
- Payment, Confirmation & Admission**
An invoice shall be issued upon receipt of your registration form. Payment is required by the early bird rate closing date or other dates stated on the invoice, whichever is applicable. Full payment is expected prior to the commencement of the course. We reserve the right to refuse admission for registration that remains unpaid. A Letter of Undertaking may be acceptable with prior notice and consent.
- Substitution/Replacement of Participants**
Substitutions are allowed at no extra charge provided MRS is notified in writing at least 5 working days prior to the course wherein any substitution proposed thereafter, MRS may reserve its right to disallow such proposal, and any substitution which may be accorded thereafter (if any), MRS reserves its right to add an additional charge thereto.
- Cancellation of Participants**

For Paid Registrations	For Unpaid Registrations
<ul style="list-style-type: none"> • 30 days before course: Full refund or transferable • 14 days before course: Refund minus 15% admin fee or transferable • Less than 14 days before course: No refund but transferable • No show: No refund and not transferable 	<ul style="list-style-type: none"> • 30 days before course: No applicable admin fee • 14 days before course: 15% admin fee chargeable • Less than 14 days before course: Full fees chargeable and transferable • No show: Full fees chargeable and not transferable

***Transferable** - to a similar or different course with the necessary top up fee should the course transferred to, is of a higher value

6. Postponement

While all care shall be taken to carry on the course as scheduled, there may be circumstances that may deem it necessary for MRS to postpone or merge with another similar course. In such instance, participants hereby indemnify and holds MRS harmless from any cost incurred. Payment received will not be refunded but can be credited to MRS's other courses.

7. Permanent Cancellation

In the event of a permanent cancellation by MRS of a course and provided the event is not postponed to a later date or merged with another course, a full refund shall be made for paid registrations and no applicable admin fee for unpaid registrations. Participants hereby indemnify and holds MRS harmless from any cost incurred.

8. Participants have read and consent to MRS processing the **registration data** in accordance with the Personal Data Protection Notice posted on www.trainingprovider.org. As such, they have discharged their responsibility of ensuring the information provided herein is the most up-to-date information as possible.