

PROFESSIONAL ART OF COMMUNICATION DEVELOPMENT SKILL WORKSHOP

Workshop on Professional Communication Art Development Techniques

**ONLINE
WEBINAR
@
FACE
TO FACE**



INTRODUCTION



The Art of Communication is the process of exchanging and conveying ideas, thoughts, opinions, knowledge, and data so that the message is received and clearly understood with intent. Communication is not only judged by the words spoken but also by the actions and body language conveyed at that moment.

Communication is widely used in negotiation skills, official events, meetings, and daily activities. Therefore, the development of knowledge in communication is highly necessary as it is the most important medium in life.

This workshop will raise new awareness in enhancing effective communication techniques both theoretically and practically.

OBJECTIVE



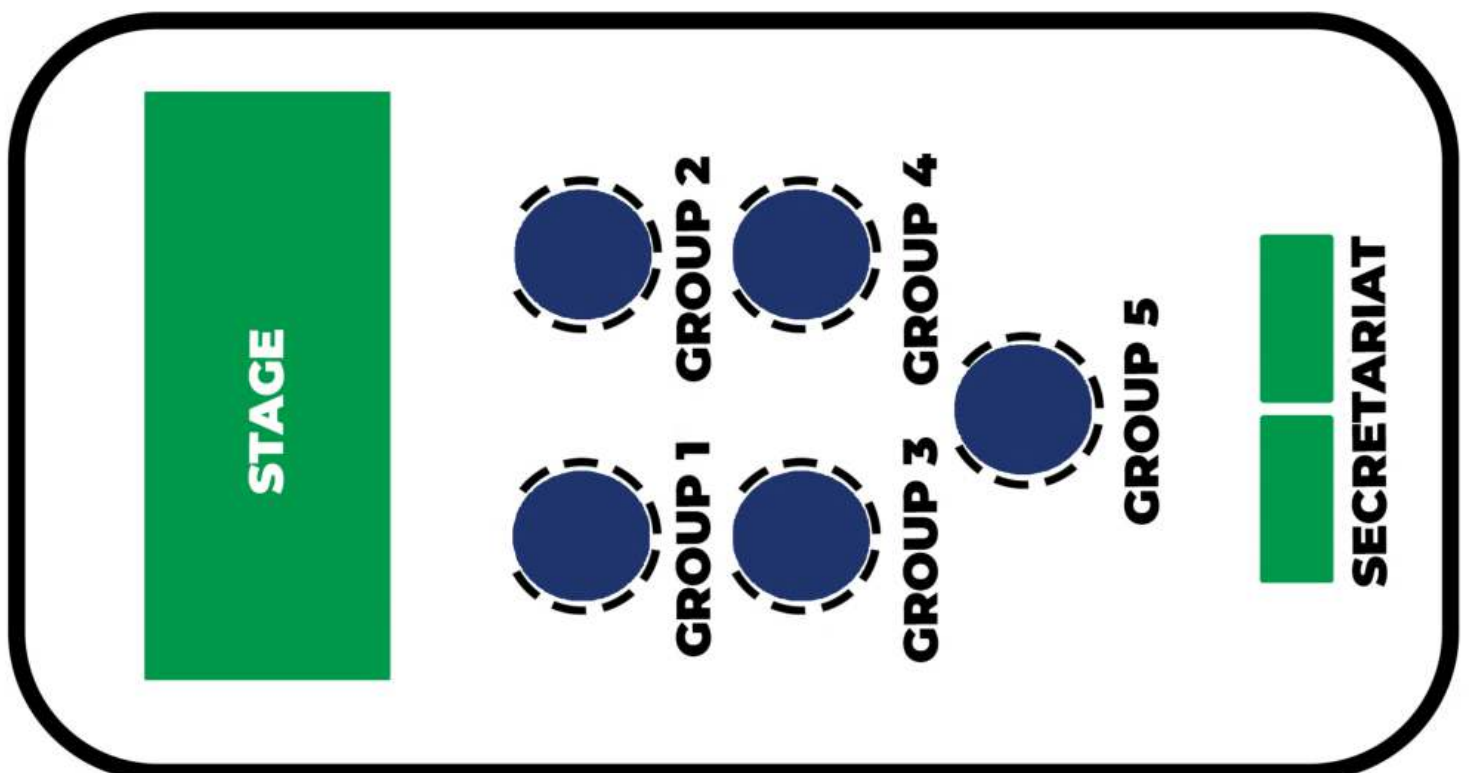
- Participants will learn about different types of communication, such as interpersonal communication, verbal and non-verbal communication, and digital technology communication.
- Participants will be able to master interpersonal skills in the art of communication.
- They will learn techniques for mastering verbal and non-verbal communication using emotion-focused and problem focused approaches, as well as gain confidence in communicating at various levels.
- Participants will be able to harmonize emotion-focused and problem-focused techniques in the art of communication.
- They will identify common mistakes in effective communication and their impact.
- Participants will adapt to digital technology in the evolving digital industry.

TARGET GROUP



- This seminar targets participants from organizational staff. The target group consists of a total of 50 participants.

HALL LAYOUT



METHODOLOGY

- The learning concept uses 40% theory and 60% practical. The approach used in this program is the "Knowledge Sharing" method:

1

**EXPERIENTIAL
LEARNING**

**CHALLENGE
SIMULATION**

2

3

ROLE PLAY

**THE PROLIFERATION
OF MINDS**

4

5

IN-CLASS TRAINING

INTERACTIVE TALK

6

7

**WORKSHOPS AND
ACTIVITIES**



MODULE

- **Module 1:** Introduction to Communication Characteristics and Functions
- **Module 2:** Response Techniques in Communication - Emotion Focus & Problem Focus for Developing Good Communicators
- **Module 3:** Introduction to Verbal Communication: Empathetic Listening Skills
- **Module 4:** Non-Verbal Communication and Body Language Processes
- **Module 5:** Steps to Enhance the Effectiveness of Interpersonal Communication
- **Module 6:** Digital Technology Communication
- **Module 7:** Direction and Target of Communication
- **Module 8:** Etiquette and Barriers to Effective Communication

PROFILE SPEAKER



Ir. KAZREN JUSRI

**Certified Registered Counselor
HRDcorp Psychology Industrial Trainer**

Career experience in the industry began in 1995 as a Project Engineer with involvement in Project Management involving Project Planning, Project Budgeting, Project Timeframe and Project Procurement. Started own business in 1999 to date.

After being in the industry for almost 30 years, the Speaker realized the weakness of the organization in terms of emotional management. The Speaker continued his studies in the field of PhD and Master of Psychology and Counseling in the field of Human Development. This brings a new field of service which is to develop the potential in human beings by implementing 'REENGINEERING' in the field of psychology to facilitate understanding for staff and the general public.

The main mission in this training service is to provide a new point of view in terms of career concepts and life concepts so that the community feels valued and also achieves emotional harmony in giving birth true self potential.



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**For further information,
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