MAWA EVENTS

Address: No. 857, Block A2. Leisure Commerce Square - No 9., 46150 Petaling Jaya, Selangor, Malaysia

Phone: +601116373203 | **Email:** info@mawaevents.net

COMMUNICATE IN THE WORKPLACE

"Build Clear, Respectful, and Professional Communication Across All Workplace Interactions."

Schedule

Venue	Fees
In-House	ASK FOR THE QUOTATION

► **Available delivery methods:** In-House Training

Introduction

Effective communication is essential to achieving workplace goals, resolving conflicts, and fostering team collaboration. This course equips participants with practical skills to communicate clearly and respectfully in various workplace settings, whether written, verbal, or non-verbal.

It addresses active listening, giving and receiving feedback, adapting communication to different audiences, and using digital platforms appropriately. Participants will develop confidence and competence in daily interactions, team meetings, documentation, and workplace reporting.

Objectives

- Apply active listening and verbal skills in conversations
- Use respectful, inclusive, and culturally appropriate language
- Interpret non-verbal cues in workplace settings
- Respond to workplace instructions, messages, and feedback
- Communicate using appropriate technology and formats
- Resolve misunderstandings and promote clarity in communication

MAWA EVENTS

Address: No. 857, Block A2. Leisure Commerce Square - No 9., 46150 Petaling Jaya, Selangor, Malaysia

Phone: +601116373203 | **Email:** info@mawaevents.net

Why Attend

- Strengthen interpersonal and professional skills
- Build trust and cooperation with colleagues and supervisors
- Enhance clarity and productivity in the workplace
- Reduce conflict through positive communication practices
- Gain skills required for advancement in any industry

Target Audience

- Entry-level and junior staff
- Tradespeople and operational employees
- Customer service personnel
- Administration and technical support staff
- Apprentices and trainees
- Multilingual workforce members

Individual Benefits

- Increased communication confidence in meetings and interactions
- Improved comprehension of tasks and instructions
- Better teamwork and fewer misunderstandings
- Enhanced ability to give and receive feedback constructively

Organizational Benefits

- Clearer workflow and reduced errors
- More cohesive teams and respectful work culture
- Improved internal reporting and compliance
- Higher customer and stakeholder satisfaction

Instructional Methodology

- Interactive classroom discussion
- Workplace role-play scenarios
- Practical listening and message delivery exercises
- Group collaboration and peer feedback
- Video-based examples and simulations
- Language and tone analysis practice

MAWA EVENTS

Address: No. 857, Block A2. Leisure Commerce Square - No 9., 46150 Petaling Jaya, Selangor, Malaysia

Phone: +601116373203 | **Email:** info@mawaevents.net

Course Outline

Detailed 5-Day Course Outline (Customizable)

Training Hours: 7:30 AM – 3:30 PM

Daily Format: 3–4 Learning Modules | Coffee Breaks: 09:30 & 11:15 | Lunch Buffet: 01:00 – 02:00

Day 1: Foundations of Workplace Communication

Module 1: What Is Effective Communication? (07:30 – 09:30)

Module 2: Understanding Communication Styles (09:45 – 11:15)

Module 3: Verbal and Non-Verbal Communication (11:30 – 01:00)

Module 4: Workshop – Matching Message and Method (02:00 – 03:30)

Day 2: Listening and Responding Professionally

Module 1: Active Listening Skills (07:30 – 09:30)

Module 2: Barriers to Listening and How to Overcome Them (09:45 – 11:15)

Module 3: Clarifying and Confirming Messages (11:30 – 01:00)

Module 4: Listening Role-Play Scenarios (02:00 – 03:30)

Day 3: Workplace Instructions and Feedback

Module 1: Following Verbal and Written Instructions (07:30 – 09:30)

Module 2: Giving and Receiving Constructive Feedback (09:45 – 11:15)

Module 3: Understanding Workplace Documents and Memos (11:30 – 01:00)

Module 4: Document Writing Practice (02:00 – 03:30)

Day 4: Digital and Intercultural Communication

Module 1: Communicating Through Emails and Messaging Apps (07:30 – 09:30)

Module 2: Tone, Etiquette, and Netiquette (09:45 – 11:15)

Module 3: Communicating Across Cultures (11:30 – 01:00)

Module 4: Digital Scenario Workshop (02:00 – 03:30)

Day 5: Communication Challenges and Course Wrap-Up

Module 1: Managing Difficult Conversations (07:30 – 09:30)

Module 2: Conflict Prevention and Resolution (09:45 – 11:15)

Module 3: Role-Play Assessment – Team Communication (11:30 – 01:00)

Module 4: Course Summary and Individual Action Plan (02:00 – 03:30)

Certification

Participants who successfully complete assessments will receive a **Statement of Attainment** for **BSBXCM301 – Engage in Workplace Communication**, a nationally recognized competency applicable across all industries.

Why Choose MAWA Events

- **Global Expertise:** More than 17 years of experience in professional training and consulting.
- **Industry-Leading Faculty:** Courses delivered by seasoned professionals with hands-on experience.
- **Practical Insights:** Learn to turn theory into actionable strategies for real-world business impact.
- **Client-Focused Solutions:** Customized programs designed to achieve your organisation’s unique goals.

MAWA EVENTS

Address: No. 857, Block A2. Leisure Commerce Square - No 9., 46150 Petaling Jaya, Selangor, Malaysia

Phone: +601116373203 | **Email:** info@mawaevents.net

In-House / Customized Training Interested in running this course for your team? Please contact us:	TEL: **+601116373203**	EMAIL: **info@mawaevents.net**

Follow us: **Facebook** **Twitter** **YouTube** **LinkedIn** **Instagram**

© Material published by MAWA Events shown here is copyrighted. All rights reserved. Any unauthorized copying, distribution, use, dissemination, downloading, storing (in any medium), transmission, reproduction or reliance in whole or any part of this course outline is prohibited and will constitute an infringement of copyright.