MAWA EVENTS

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

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

ADVANCED COMMUNICATION SKILLS FOR EFFECTIVE PROFESSIONALS

"Master the Art of Professional Communication to Influence, Persuade, and Collaborate Effectively."

Schedule

Venue (In-house)	Fees
At Your Organization Premises	Ask For The Quotation

Introduction

Effective communication is a critical skill for professional success. It enables individuals to convey ideas clearly, build strong relationships, influence outcomes, and enhance collaboration. Miscommunication, on the other hand, can lead to misunderstandings, inefficiencies, and lost opportunities.

The Advanced Communication Skills for Effective Professionals course equips participants with practical tools and techniques to enhance verbal, non-verbal, written, and digital communication. Participants will learn how to communicate with clarity, confidence, and impact in professional settings.

Objectives

By the end of this course, participants will be able to:

- Understand the principles of effective professional communication.
- Improve verbal and non-verbal communication skills for workplace impact.
- Enhance active listening and questioning techniques.
- Write clear, concise, and persuasive professional documents and emails.
- Communicate effectively in meetings, presentations, and group discussions.
- Handle difficult conversations, conflicts, and negotiations with confidence.
- Adapt communication styles to diverse audiences and cultural contexts.
- Develop strategies for continuous improvement in professional 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

This course is essential for professionals seeking to improve workplace communication, influence decisions, and build stronger professional relationships. Participants will gain actionable skills to communicate confidently, persuasively, and effectively in any professional context.

Target Audience

This course is suitable for:

- Professionals across all industries
- Managers and Team Leaders
- Executives and Senior Management
- Customer-Facing Employees
- Project Managers and Coordinators
- Anyone seeking to enhance their communication skills for professional growth

Individual Benefits

- Gain confidence in verbal and written communication.
- Enhance ability to influence and persuade colleagues and clients.
- Improve clarity, conciseness, and impact in professional communication.
- Develop active listening and effective questioning techniques.
- Strengthen interpersonal relationships and collaboration skills.
- Learn to handle challenging conversations and conflict professionally.

Organizational Benefits

- Enhance workplace communication, reducing misunderstandings and errors.
- Improve team collaboration, productivity, and decision-making.
- Strengthen client and stakeholder relationships through effective communication.
- Build a professional culture of clear, concise, and impactful communication.
- Support leadership development and employee engagement initiatives.
- Increase organizational efficiency through effective information sharing.

Instructional Methodology

The training employs a practical, interactive approach through:

- Interactive lectures and discussions on communication principles
- Role-playing and simulation exercises for real-world scenarios
- Workshops on presentations, professional writing, and active listening
- Group exercises for team communication and collaboration
- Assignments focused on handling conflicts, negotiations, and professional interactions
- Continuous feedback, coaching, and Q&A sessions to reinforce learning

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

Module 1: Fundamentals of Effective Professional Communication

Module 2: Verbal Communication – Clarity, Tone, and Impact

Module 3: Non-Verbal Communication – Body Language and Presence

Module 4: Active Listening and Questioning Techniques

Module 5: Writing Professional Emails, Reports, and Documents

Module 6: Communication in Meetings, Presentations, and Discussions

Module 7: Handling Difficult Conversations and Conflict Resolution

Module 8: Influencing and Persuasion Skills for Professionals

Module 9: Adapting Communication for Diverse Audiences and Cultures

Module 10: Capstone Exercise – Applying Advanced Communication Skills in Professional Scenarios

Certification

Upon successful completion, participants will receive a Certificate in Advanced Communication Skills for Effective Professionals, validating their expertise in professional communication, collaboration, and influence in the workplace.

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.

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.