



The Institute of
Internal Auditors
Malaysia



2023/KL71 COMMUNICATION EXCELLENCE FOR LEADERS

OVERVIEW

Have you ever encountered some individuals in your organization that seem to breeze through day-to-day communication, even though they might be breaking bad news? Conversely, do you have people in your team, that no matter how mundane the task given is, they always seem to offend many? Even though you may be great at what you do as an individual, do not forget that what separates you from good to a talent, is the ability to effectively communication in the organization.

Everyone in the organization is made from different work style behaviors and in order to maintain a harmonious and productive team, the understanding of methods of communicating is vital to ensure conflicts and misunderstandings are minimized.

LEARNING OUTCOMES

The objective of this program is to ensure everyone in the organization to understand and learn the following:

- Communication skills with different personalities
- The unspoken language: Body Language and how it impacts how we communicate
- Managing conflicts and striving for a harmonious environment

TRAINING METHODOLOGY

In this training program, experiential and adult learning will be used for proper transfer of knowledge. This includes:

- Pre & post assessment
- Slide presentation
- Individual and group activities (props included)
- Demonstration
- Video & case study discussion

OUTLINE

DAY 1

MODULE 1 – THE TYPES AND IMPACT OF INTERPERSONAL RELATIONSHIP IN COMMUNICATION

- Introduction of the importance of interpersonal skills and impacts especially relevant to organizations
- The characteristics of an ideal interpersonal performer.
- Assessment of communication habits

MODULE 2 – INTRODUCTION TO DISC PROFILING SYSTEM AND HOW THIS HELPS IN COMMUNICATION

- Simple online assessment to be done
- Interpretation of the results of assessment and how to apply this in written and verbal communication with different stakeholder



OUTLINE

MODULE 3 – REAL LIFE STUDY DISCUSSION

- Each participant is required to submit a real-life case relating to communication conflicts
- Each case would be discussed anonymously and participants to be placed in groups to discuss on solution or outcome based on personality of the individuals in the story.

DAY 2

MODULE 4 – IT'S WHAT YOU DON'T SAY THAT MATTERS!

- Deciphering non-verbal cues of the other party.
- Understanding how body language can help with the outcome intended in meetings, networking sessions or even in closing a deal.
- Practicing the 6 key things needed in ensuring YOUR body language is appropriate and impactful in the meetings.

MODULE 5 – BUILDING RAPPORT AT THE WORKPLACE

- Understanding types of diversity in the workplace and how to manage to manage it best.
- Learning to identify different personalities and how best to tweak the interaction.
- Personal space and the importance of it physically and mentally

MODULE 6 – THE ART OF SMALL TALK ART OF SMALL TALK

- Prep work: what is there to prepare before any event/ meeting that requires small talk.
- Top 6 things that you need to think about before going to an event
- Understanding the key stakeholders, you need to impress
- The simple 3 step rules of building a lasting conversation.
- Dos and Don'ts: key things to take note on in small talk.

ABOUT THE TRAINER

RANUKKA SINGHAM

Ranukka was a 2-time award winning senior training manager in a pharmaceutical company, not to mention one of the youngest in her position in Asia Pacific, before deciding on quitting her job to pursue her lifelong dream and passion, in helping individuals as well as corporate company employees to have congruency between their external representation and internal values match their perception with their substance.

Ranukka's work has helped develop over 8,000 professionals through her proven data-driven branding programs, by equipping clients with a systematic framework of how best to revamp themselves to create the right perception.

Ranukka is a firm believer that you do not get to make a first impression, twice. Hence it is very important to understand your best attributes and how to present them in the best possible way. Because of her strong passion in image, style & communication, as well her dynamic personality, Ranukka's sessions, be it hosting, training or workshops, are nothing short of informative and fun!

ADMINISTRATIVE DETAILS

TARGET AUDIENCE	LEVEL I-IV
MEMBER'S FEE	RM2,600.00 <i>All Fees will be subject to 6% SST</i>
NON-MEMBER'S FEE	RM3,000.00 <i>All Fees will be subject to 6% SST</i>
EARLY BIRD FEE	10% discount for registration received one (1) month prior to respective workshop dates
DATE	30 & 31 October 2023
TIME	9:00 am – 5:00 pm <i>(Registration on Day 1 at 8:30am)</i>
DELIVERY MODE	Physical Class
LOCATION	KUALA LUMPUR
PROGRAMME CODE	2023/KL71
TRAINER	Ranukka Singham
CPD POINTS	16

Disclaimer

This course has been planned as a classroom training session. In the event that the training session is converted to virtual format, a rebate of RM300 will be given for each participant. T&C apply.



COURSE DETAILS

Course Title Communication Excellence for Leaders

Course Code 2023/KL71 Course Date(s) 30 & 31 October 2023

DELEGATE 1

Full Name (as per IC) _____

Designation _____

NRIC _____ Gender Male Female Race _____

Mobile No. _____ Email Address _____

Member Non-Member Membership No. (only applicable for members) _____

Dietary Preferences Vegetarian Non-Vegetarian

DELEGATE 2

Full Name (as per IC) _____

Designation _____

NRIC _____ Gender Male Female Race _____

Mobile No. _____ Email Address _____

Member Non-Member Membership No. (only applicable for members) _____

Dietary Preferences Vegetarian Non-Vegetarian

If you are sending more than 2 delegates, kindly send the delegates details in an Excel File format.

CORPORATE DETAILS (only applicable for corporations)

Corporate Member Corporate Membership No: _____

Corporate Non-Member

CONTACT DETAILS

Organisation Name _____

Mailing Address _____

Contact Person _____ Designation _____

Telephone _____

Fax _____ Email Address _____

BILLING DETAILS

please tick if billing details are the same as contact details.

Contact Person _____ Designation _____

Billing Address _____

Telephone _____ Fax _____

Email Address _____

For non-member, would you like to be contacted to know more about IIA Membership programme? Yes No

ENQUIRY & REGISTRATION

1-17-07, Menara Bangkok Bank, Berjaya Central Park, 105 Jalan Ampang, 50450, Kuala Lumpur, Malaysia
Tel: +603 2181 8008 ext 210/211/212/213 Fax: +603 2181 1717 Email: training@iam.com.my Website: www.iam.com.my

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PAYMENT DETAILS

Payment Details	Member Rate (per person) for KL-code related courses	Non-Member (per person)	6% SST	Total with SST
Fee (per pax) RM				
No. of pax				
Subtotal				

All registrations **MUST** be accompanied with full payment. Upon receipt of your registration, you are deemed to have read and understood the registration procedures and accepted the terms and conditions contained therein. (Please tick (✓) the chosen method)

Enclosed is a cheque/bank draft no. _____ for the sum of RM _____ payable to **THE INSTITUTE OF INTERNAL AUDITORS MALAYSIA**

LOCAL PAYMENTS BY CHEQUE / INTERBANK GIRO

All payments should be crossed and made payable to **THE INSTITUTE OF INTERNAL AUDITORS MALAYSIA**

Bank Details: United Overseas Bank (M) Bhd. USJ Taipan Branch, No.7, Jalan USJ 10-1, USJ Taipan Triangle, 47620 UEP Subang Jaya, Selangor
Account No.: 165-301-514-9 Bank Swift Code: UOVBMKYL

OVERSEAS PAYMENTS BY WIRE TRANSFER (USD only)

Beneficiary: **THE INSTITUTE OF INTERNAL AUDITORS MALAYSIA**

Address: 1-17-07, Menara Bangkok Bank, Berjaya Central Park, 105 Jalan Ampang, 50450 Kuala Lumpur, Malaysia

Beneficiary's Bank: STANDARD CHARTERED BANK MALAYSIA BERHAD

Beneficiary's Bank Address: Level 18, Menara Standard Chartered, No.30 Jalan Sultan Ismail, 50250 Kuala Lumpur

Account No.: 312-170-024-235 Bank Swift Code: SCBLM-YK-XXXX

All wire transfer payments should include USD\$30.00 (overseas) and RM25.00 (local) for wire transfer processing fee. For GIRO, please include RM1.00 as bank charges. (Please fax the bank-in slip to +603 2181 1717 or email to training@iam.com.my)

CREDIT CARD

I hereby authorise **THE INSTITUTE OF INTERNAL AUDITORS MALAYSIA** to charge to my credit card. to the value of

RM _____ Card Type: VISA MASTER

Card Number:

Expiry Date: _____ Cardholder's Name _____

I understand that any amount drawn from my credit card will first be cleared with the credit card authorisation facility.

Signature (As per credit card) _____ Date _____

TERMS & CONDITIONS

FEE

- Fee is payable to "THE INSTITUTE OF INTERNAL AUDITORS MALAYSIA". Please state your name, payment advice number, phone number and Workshop Code number at the back of the cheque/bank-in slip. Admittance will only be permitted upon receipt of full payment
- The fee covers a copy of course material*, lunches, refreshment, and Certificate of Attendance.
- Full payment is to be made before the date of the course. Fee is subject to 6% SST.
- Walk-in delegates will only be allowed if full payment is made, subject to the availability of the seat.
- This course has been planned as a classroom training session. In the event that the training session is converted to virtual format, a rebate of RM300 will be given for each participant. T&C apply.

HUMAN RESOURCE DEVELOPMENT CORPORATION (HRDC) SBL KHAS CLAIM(S) [APPLICABLE TO HRDC SBL KHAS CLAIMABLE COURSE(S) ONLY]

- Claimants are fully responsible:
 - To provide IIA Malaysia with the HRDC grant approval notification (letter or email) minimum 7 working days before the commencement of the course(s).
 - To provide IIA Malaysia with Letter of Undertaking (LOU) for full settlement of the course fees if grant approval notification is received from HRDC prior to the commencement of the course(s).
 - To adhere to all terms and conditions set by HRDC (i.e., full attendance of the courses).
 - For timely completion and submission of all required HRDC documents as per their requirement.
 - To follow up and respond to any queries from HRDC and attain the approval of grant claim(s) within 60 days from the completion of the course(s). If no grant claim approval is attained within 60 days, claimants are responsible to arrange for an immediate full settlement of the course fee(s). Should a late approval is attained post the full settlement, IIA Malaysia will arrange for the reimbursement accordingly based on the approved grant claim.

CANCELLATION

- Upon registering, participant(s) are considered successfully enrolled in the course. Should participant(s) decide to cancel/transfer their registration, a cancellation/ transfer policy shall be applied as follows.
 - Written cancellations should be received by 14 working days before the workshop date to get the refund.
 - Written cancellations should be received by 7 working days before the workshop date to get a partial refund after deduction of 50% administrative charge. Unpaid registrations will also be liable for 50% administrative charge.
 - Written cancellations/no-show on the day of the workshop.
 - No refund will be entertained.
 - Unpaid registrations will also be liable to full payment of the registrations fee. Partial cancellation is not allowed.
 - You can substitute an alternate delegate(s) if you wish to avoid cancellation charges. Any differences in fees will be charged accordingly.

RESERVATION

- The Institute reserves the right to make changes to the venue, date, topic, speaker including cancellation if warranted by circumstances beyond its control.
- The Institute reserves the right to utilize any recordings or photographs taken during the delivery of the course(s) for marketing and advertising purposes.
- The Institute is not responsible for the action, advise or representations of the trainer / speaker.
- Registration will be on first-come, first-serve basis.
- Certificates of Attendance will be issued an "E-certificate" via email. For this purpose, it is COMPULSORY to fill in the email address clearly. Certificate will only be given to participant who attended the session in full.
- Upon signing this form, you have deemed to have read and understand the registration term and condition and therefore have accepted the terms contained herein.

DATA PROTECTION

Personal Data is gathered in accordance with the Personal Data Protection Act 2010 (Act 709). The Institute of Internal Auditors Malaysia (IIA Malaysia) hereby inform you that your personal data will be processed, retained and used by IIA Malaysia in relation to this Workshop. Your personal data may also be retained and used by IIA Malaysia to market and promote other training programmes conducted by IIA Malaysia.

DISCLAIMER

The Institute of Internal Auditors Malaysia (IIA Malaysia) reserves the right to change the speaker(s), date(s) or to cancel workshop(s) should circumstances beyond its control arise. IIA Malaysia also reserves the right to make alternative arrangements without prior notice should it be necessary to do so. IIA Malaysia is not responsible for any incidental cost of participants (i.e. return flights, accommodation and etc) due to changes or cancellation of course(s). Upon signing the registration form, you are deemed to have read and accepted the terms and conditions.

* Subject to approval of the proprietor.

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