



EFFECTIVE INTERPERSONAL COMMUNICATION SKILLS TRAINING



MTBM Group Sdn. Bhd. (1600656-M)

Level 8, MCT Tower, Sky Park, One City, Jalan USJ 25/1, 47650 Subang Jaya, Selangor

Course Title: Effective Interpersonal Communication Skills Training

Course Validity: 2 Days

Validity: Not Applicable

HRD Corp Scheme: Claimable

INTRODUCTION

This training provides participants with practical techniques to improve interpersonal communication, strengthen workplace relationships and enhance clarity in daily interactions. It focuses on developing effective speaking and listening habits, emotional awareness and behavioural adaptability to minimise misunderstandings and improve teamwork. Through discussions, role-play and workplace-focused exercises, participants gain the confidence and skills needed to communicate professionally, handle difficult conversations and build positive working relationships.

OBJECTIVE(S):

- Strengthen interpersonal communication and listening skills.
- Improve clarity, confidence and professionalism when speaking.
- Understand communication styles and adapt effectively.
- Enhance emotional intelligence in workplace interactions.
- Handle difficult conversations and reduce misunderstandings.
- Build rapport and trust with colleagues and clients.
- Strengthen teamwork through better communication habits.
- Apply interpersonal skills to real workplace scenarios.

TARGET GROUP(S):

- All employees
- Supervisors and team leaders
- Managers and executives
- Customer service and frontline staff
- Project teams
- Anyone involved in workplace communication

ENTRY REQUIREMENT(S):

- Able to read, write and communicate verbally in Malay/English

TOPIC(S):

1. Introduction to Interpersonal Communication
2. Communication Styles and Behavioural Preferences
3. Active Listening and Effective Questioning
4. Verbal, Non-Verbal and Written Communication
5. Emotional Intelligence in Interpersonal Interactions
6. Handling Difficult Conversations and Conflict
7. Professional Communication for Teamwork and Collaboration
8. Applying Interpersonal Communication in Workplace Scenarios

LIST OF REFERENCE BOOK(S):

- Interpersonal communication guides
- Emotional intelligence and behavioural communication references
- Workplace communication materials

LIST OF TEACHING AID(S):

- LCD projector
- Computer
- Whiteboard with accessories
- Flip chart with accessories
- Communication worksheets

METHODOLOGY(S):

- Lecture
- Group discussions
- Case studies
- Role-play
- Practical communication exercises

TRAINING SCHEDULE

Day 1

Time	Activity / Topic
8:30 am – 9:00 am	Registration and Introduction
9:00 am – 10:15 am	Topic 1: Fundamentals of Interpersonal Communication
10:15 am – 10:30 am	Morning Tea Break
10:30 am – 12:30 pm	Topic 2: Communication Styles and Behavioural Preferences
12:30 pm – 1:30 pm	Lunch Break
1:30 pm – 3:30 pm	Topic 3: Active Listening and Effective Questioning
3:30 pm – 3:45 pm	Afternoon Tea Break
3:45 pm – 5:00 pm	Topic 4: Verbal, Non-Verbal and Written Communication

TRAINING SCHEDULE

Day 2

Time	Activity / Topic
8:30 am – 9:00 am	Recap of Day 1
9:00 am – 10:15 am	Topic 5: Emotional Intelligence in Interpersonal Skills
10:15 am – 10:30 am	Morning Tea Break
10:30 am – 12:30 pm	Topic 6: Handling Difficult Conversations and Conflict
12:30 pm – 1:30 pm	Lunch Break
1:30 pm – 3:30 pm	Topic 7: Collaborative and Professional Communication
3:30 pm – 3:45 pm	Afternoon Tea Break
3:45 pm – 5:00 pm	Topic 8: Interpersonal Communication Practice & Application