



WORKPLACE 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: Workplace Interpersonal Communication Skills Training

Course Validity: 2 Days

Validity: Not Applicable

HRD Corp Scheme: Claimable

INTRODUCTION

This training provides participants with practical techniques to enhance interpersonal communication, strengthen workplace relationships and improve clarity in daily interactions. It focuses on building effective communication habits, listening skills, emotional awareness and behavioural adaptability to reduce misunderstandings and increase teamwork. Through discussions, activities and workplace-based exercises, participants gain the confidence and capability 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 behavioural styles and adapt communication effectively.
- Enhance emotional intelligence in workplace interactions.
- Handle difficult conversations and reduce conflict.
- Build rapport and positive relationships with colleagues and clients.
- Strengthen teamwork through better communication habits.
- Apply communication strategies 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 regular workplace communication

ENTRY REQUIREMENT(S):

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

TOPIC(S):

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

LIST OF REFERENCE BOOK(S):

- Communication and interpersonal development references
- Emotional intelligence guides
- Workplace communication and behavioural tools

LIST OF TEACHING AID(S):

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

METHODOLOGY(S):

- Lecture
- Case studies
- Group discussions
- Role-play
- Interactive activities

TRAINING SCHEDULE

Day 1

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

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 Interactions
10:15 am – 10:30 am	Morning Tea Break
10:30 am – 12:30 pm	Topic 6: Handling Difficult Conversations
12:30 pm – 1:30 pm	Lunch Break
1:30 pm – 3:30 pm	Topic 7: Communication for Collaboration and Teamwork
3:30 pm – 3:45 pm	Afternoon Tea Break
3:45 pm – 5:00 pm	Topic 8: Practical Application and Communication Workshop