



MAY  
**29-30**

G HOTEL GURNEY **PENANG**

JUNE  
**10-11**

DORSETT GRAND **SUBANG**

A 2-DAY COURSE ON

# ***Intergenerational Communication*** Communicate with Purpose

## **HIGHLIGHTS**

- Introduction And Speak Up
- Emotional Intelligence (Ei)
- Interpersonal Communication Skills
- Dealing With Difficult People
- Communication Process
- Giving Constructive Feedback



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## INTRODUCTION

Effective communication is one of the major key components of you being successful at work.

It is much more challenging communicating in the work environment these days as we have up to three to four different generations working in the same company.

To be an effective communicator, it requires you to identify yourself as a specific type of communicator and how it affects the other person/s reactions. Knowing the type of communicator and own personality allows us to understand how the others communicate and makes us understand the type of language that we should use to communicate effectively.

This program focuses on understanding our communication and personality styles, emotional intelligence and giving constructive feedback, ie how do you give negative feedback in a positive manner and getting a favorable response/action from it.

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### AT THE END OF THIS COURSE, PARTICIPANTS WILL BE ABLE TO:

1. Understand the intergenerational workforce core work values and communication style preference
2. Understand oneself and others' communication and personality style and needs
3. Application of emotional intelligence at workplace
4. Identify which elements in a communication process a message can be misrepresented and how we can overcome it
5. Ask and seek answers using various questioning techniques
6. Improve active listening and paraphrasing skills
7. Give constructive feedback in achieving a win-win situation

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### WHO SHOULD ATTEND

Managers, executives, supervisors (applicable to all employees)

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### METHODOLOGY

Quiz, slide share, brainstorm, discussion, video, role-play, presentation.

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## TRAINER'S PROFILE

**SINTHANA** has over 20 years of work experience with retailing, multinational manufacturing company, and hotel industry. Her experience in quality assurance, human resource management, hospitality and administrative skills have given her the opportunity to realize her passion which is developing human potential. She trains all levels of employees including upper management.

She develops training manuals in English and Bahasa Malaysia language and conducts many soft skills programs with particular interests in customer service, business writing, communication, supervisory, office management, and language. Her role encompasses identifying training needs, designing content, and conducting training to fit customers' requirements. She also assesses the effectiveness of programs at the site.

She aims to develop a positive attitude and increase staff core competencies in each of her programs.

She introduces a lot of self-reflection and interactions in her lively programs, and her approach stresses key points, which are reinforced through role-plays and presentations. She conducts her sessions in English and/or Bahasa Malaysia language.

Sinthana In-house programs clients include; Exxon Mobil, MMC Oil and Gas Sdn Bhd, Northgate Arinso, IBM, Siemens, Hewlett Packard, Panasonic, Pembangunan Sumber Manusia Berhad (HRDF), TUDM (Tentera Udara DiRaja Malaysia), Jabatan Perkhidmatan Awam, Putrajaya, Construction Industry Development Berhad, Maju Holdings Berhad, L'oreal, DHL, Bank Negara, RHB Bank, I-Perintis Sdn Bhd, Infineon, Proton Casting Sdn Bhd, Sumirubber, Rohas Euco Industries, Elektrisola, Westports, Safeguards, Spansion, Telekom, Universiti Tenaga Nasional, Philip Morris, Pioneer, Hertz, Finisar, Celestica, Scope, SCICOM Academy, Tanjong PLC, eHomemakers (Non-Governmental Organization), Malaysia Airports (Niaga) Sdn Bhd, Ford, Mazda, Sanyo Sdn Bhd, Ferringhi Beach Hotel, etc.

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## DAY 1

### 0900 INTRODUCTION AND SPEAK UP

- Objectives
- Mini-presentation guidelines
- Current challenges of workplace communication & overcome them
- Verbal & non-verbal (body language) communication

1030 Morning Coffee

### 1145 EMOTIONAL INTELLIGENCE (EI)

- Definition of Emotional Intelligence
- How does EI lead to better interpersonal communication?
- Read the 'emotional content' accompanying messages – use empathy and paraphrase
- Build greater relationship skills that emphasizes trust and respect

1300 Lunch

### 1400 INTERPERSONAL COMMUNICATION SKILLS

- Understanding Intergenerational Workforce core work values and communication style preference
- Johari's Window – understanding oneself
- Identify our own and others' communication styles & needs
- P.E.D.O. personality assessment
- Fitting communication styles to various personalities

1530 Afternoon tea

### 1545 DEALING WITH DIFFICULT PEOPLE

- Identify difficult situations and causes of conflict
- Types of difficult people
- Strategies to deal with difficult people
- Cultivate positive mindset

1700 End of Day 1

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## DAY 2

### 0900 **COMMUNICATION PROCESS**

- Understand six (6) elements in a communication process
- Minimize, improve or remove barriers of each element in a communication process
- Listen actively and paraphrase
- Listing of positive, encouraging and supportive words and statements

1030 Morning Coffee

### 1145 **GIVING CONSTRUCTIVE FEEDBACK**

- Plan and prepare information on giving feedback
  - Set specific goals for discussion
  - Look into employee's work performance and behavior
  - Prepare supporting data or documents, if any
  - Identify employee's communication and personality styles and use the relevant language

1300 Lunch

### 1400 cont. **GIVING CONSTRUCTIVE FEEDBACK**

- Have a small talk before getting into the main discussion
- Define problem and its effects
  - use open-ended and close-ended questions
- Get agreement on the problem
  - thank him/her for acknowledging the problem

1530 Afternoon Tea

### 1545 cont. **GIVING CONSTRUCTIVE FEEDBACK**

- Develop solutions / Give recommendations and ask for feedback
  - use positive and supporting statements
  - praise for seeking action to resolve
- Agree on an action plan
  - use keywords to motivate a person to achieve his/her action plan
- Follow-up
  - set a date and time

1700 End of Course



REGISTRATION FORM

Intergenerational Communication  
Communicate with Purpose

PLEASE TICK WHERE APPLICABLE

- ☐ MAY 29-30 PENANG
- ☐ JUNE 10-11 SUBANG

HRD CORP CLAIMABLE COURSE: TRAINING PROGRAMME NO: 10001376839

COMPANY NAME

COMPANY ADDRESS

NATURE OF BUSINESS

MEMBER OF HRD CORP?

☐ YES

☐ NO

COMPANY SIZE

☐ 1-29

☐ 30-69

☐ 70-99

☐ 100-149

☐ 150-199

☐ 200+

CONTACT PERSON

TEL

MOBILE

EMAIL

APPROVING MANAGER NAME

TEL

MOBILE

EMAIL

DELEGATE 1 FULL NAME

POSITION

TEL

MOBILE

EMAIL

DELEGATE 2 FULL NAME

POSITION

TEL

MOBILE

EMAIL

DELEGATE 3 FULL NAME

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DELEGATE 4 FULL NAME

POSITION

TEL

MOBILE

EMAIL

DELEGATE 5 FULL NAME

POSITION

TEL

MOBILE

EMAIL

COURSE FEES

The fee per person is RM1695.

The full fee is required with your registration. The fee includes luncheon, coffee / tea breaks, course manual, and certificate of completion.  
2 persons registered are entitled to a 10% discount.

TERMS & CONDITIONS

1. Registration & Fees Policy.

Registration is confirmed once registration form is received via email. All Payments /Undertaking Letters / Local Order (LO) / Letter of Approval must be made available and presented prior to the course.
2. Cancellation Policy

Any cancellation must be received in writing within 7 working days prior to the course else full payment will be imposed. Any no-show by registered delegates will be liable for full payment of the course fees.
3. Disclaimer & Program Changes Policy

Trainmode Sdn Bhd reserves the right to amend or cancel the course due to circumstances beyond its control. We reserved the right to modify the advertised topics or course timing whenever necessary.

PAYMENT TRANSFER BANK DETAILS

Account name  
TRAINMODE SDN BHD

Account number  
14100015214

Bank Name  
Hong Leong Bank Berhad

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OUR LOCATIONS

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14000 Bukit Mertajam, Penang

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