



London TDM

# Soft Skills and Personal Development Training Courses

**Course Venue:** Malaysia - Kuala Lumpur

**Course Date:** From 05 April 2026 To 09 April 2026

**Course Place:** Royale Chulan Hotel

**Course Fees:** 6,000 USD

## Introduction

Effective communication is a crucial skill in both professional and personal settings. This 5-day course is designed to enhance your communication skills, enabling you to convey messages clearly, listen actively, and interact confidently with others. Whether you're delivering presentations, collaborating with colleagues, or building relationships, this course will provide you with the tools to communicate effectively in any situation.

## Objectives

- To understand the fundamentals of effective communication.
- To develop active listening and feedback skills.
- To enhance verbal and non-verbal communication techniques.
- To navigate difficult conversations and manage conflicts.
- To improve public speaking and presentation abilities.

## Course Outlines

### Day 1: Understanding Communication Basics

- Definition and importance of effective communication
- The communication process and models
- Barriers to communication and how to overcome them
- Role of perception in communication
- Cultural impacts on communication styles

### Day 2: Developing Active Listening Skills

- Difference between hearing and listening
- Techniques for active listening
- Providing and receiving feedback
- Empathy and emotional intelligence in listening
- Activities to practice and enhance listening skills

### Day 3: Enhancing Verbal and Non-Verbal Communication

- Elements of effective verbal communication
- The power of tone, pitch, and pace
- Understanding non-verbal cues and body language
- Aligning verbal and non-verbal messages
- Exercises to improve verbal and non-verbal skills

### Day 4: Navigating Difficult Conversations and Conflict Resolution

- Patterns and types of difficult conversations
- Strategies for handling conflict constructively
- The role of assertiveness and negotiation in conflict
- Managing emotions and staying calm under pressure
- Role-play scenarios for practice

## **Day 5: Mastering Public Speaking and Presentations**

- Organizing content for clarity and impact
- Engaging the audience and capturing attention
- Use of visual aids and technology in presentations
- Overcoming public speaking anxiety
- Delivering compelling and persuasive presentations