

EFFECTIVE COMMUNICATION SKILLS

Program Proposal | Gemba Solution Sdn Bhd



Executive Summary

i. Introduction

The proposal is made in response to a request from NIPPON SUSHI on providing a Effective Communication Skills training to the targeted group

ii. Background

- Communication skill is very imperative in our everyday life especially in an organisation. Most of other competencies actually rooted in the ability to communicate effectively with subordinates, peers or even the superiors.
- Leadership and teamwork are examples of competencies that very much related to communicating effectively. Without effective communication skills, organisation will become less productive and effective.
- This interactive program is tailored to improve communication skills among colleagues and also towards customers. It is also designed to improve one's self-confidence and to develop positive thinking.

iii. Training Objectives



Practice effective communication skills



Identify related verbal and non-verbal cues in communication



Explain the importance of excellence customer service

iv. Learning Method



Lecture, Brainstorming, Interaction & Question and Answer (Q&A)

Interactive lecture, true-to-life skills practise with immediate in- person feedback & discussion through group/pair.



Interactive Multimedia

Technology-based learning through the use of video, audio, web application and animation



Experiential Learning

Using game/ initiatives design and game elements in learning environments

v. Target Group

- * Selection of participants for this course will be entirely made by the Management of **NIPPON SUSHI**.
- * To ensure the effectiveness of courses, the number of participants is agreed at **40 participants**
- * The list of participants which contents of basic information; full name, IC number & designation to be sent to (info@gembasolution.com.my) at least **7 days before** the program
- * At the end of the course, participants will be awarded with a certificate of attendance by Gemba Solution Sdn. Bhd.

vi. Program Outline

TIME	CONTENT
Day 1	Program opening
	Ice Breaking
	Program parameter/administration
	Module 1: The Science of Communication This module will bring participants to learn the science and psychology behind communication. What is the meaning of a real effective communication and how can we manage the communication medium.
Day 2	Module 2: Verbal and Non-Verbal Cues In this module, participants will learn to identify and explain the tips and techniques of using effective verbal and non-verbal cues for effective communication
	Module 3: Customer Communication Skills Participants will learn positive body language when communicating to customers and how to communicate effectively to the customers
	Module 4: How To Make Your Skills Stands Out In this module, participants will practice all the skills and techniques learnt in the last modules. This is where the trainer will engage in 'experiential learning' methodology.
	End of Program

vii. Program Details

- Date : TBC
- Venue : TBC
- Duration : 2 Day
- Time : TBC
- Trainer : Syukri Hadafi Hamdan/ Saharuddin Kadir
- Medium : Malay/ English

viii. Fee Structure

TO BE DISCUSSED

vii. Program Details

Date	: TBC
Venue	: TBC
Duration	: 1 Day
Time	: 9.00am - 5.00pm
Trainer	: Syukri Hadafi Hamdan/ Saharuddin Kadir
Medium	: Malay/ English

viii. Fee Structure

TO BE DISCUSSED

ix. Fee Structure

Check payable to : Gemba Solution Sdn Bhd
Bank : Al Rajhi Bank
Account Number : 12900-1080653734

- * 100% upon completion of the project
- * No GST charge acquired by Gemba Solution Sdn Bhd
- * Gemba Solution Sdn. Bhd. Is a HRDF Claimable Training Provider (SN :1129296A)