

HRDF
CLAIMABLE

Body Language Skills

as a Tool to Enhance Business Strategy

CPD SERIES

Venue : KGSB TRAINING ROOM
Date : 20th – 21st November 2007
Duration : 2 Days
Time : 9am - 5pm

This course will cover all areas customer relations staffs deal in their work activities. They will also come across important non-verbal signs and signals in areas of communication particularly suited to each individual in their day-to-day customer relations activities.

It will cover techniques & skills mainly in relating to others, subordinates, superiors and in dealing with prospects, customers, and the public.

OBJECTIVES

The focus and objectives of this programme is to enhance the business strategy in their day to day business management

1. Responding positively to subordinates, superiors and to others externally in their day-to-day activities and enhancing observation skills.
2. To help appreciate what others are really thinking, feeling and improve listening skills.
3. Putting message & presentation across without conscious & unconscious distraction.
4. Helps to understand others & subordinates by understanding what that person's attitude is towards them.
5. Helps to understand the importance of a good first impression.
6. Develop lasting rapport.
7. Reading verbal and bodily cues in deceptive behaviors.

COURSE METHODOLOGY

Participants learn through animated lectures, group discussions & presentations, role-plays, case studies, simulations, videos, slides & other extra curricular activities.

TARGET AUDIENCE

Managers & Executives in the business industry especially those who deal in customer relationship management, the media, marketing and in maintaining close follow-up services.

COURSE CONTENTS

- Confidence and calmness building skills.
- Rapport techniques.
- Tips in establishing professional credibility.
- The know how in handling difficult people.
- Effective seating strategies and tips.
- Understanding gestures and facial expressions.
- Congruent physiology.
- Realize and eradicate useless gestures.
- Learning good, first and lasting impressions.
- Connect and build rapport with corporations.
- Learn to observe attitudes.
- Listening skills (Don't assume others are).
- Know when others are telling blatant lies.
- Role-plays & interpreting gestures.
- Communication for Effective relationship skills.
- Understanding cues workshop.
- Techniques in Interviewing, difficult customers & presentation
- Techniques in effective customer & meeting presentation

FACILITATOR

JACKSON YOGARAJAH, CMILT UK, LUTCF (USA), LUTCF (M'SIA) AAIL (Aust.), Dip Ail (Aust.), Dip LIM (M'sia), CHRM (U. Malaya), MMIHRM

His experiences and trainings in social psychology, theology, sales and marketing together with his 3 decades of interactive experience in personal sales, sales management, training, motivation makes him Malaysia's well sought after speaker for sales and marketing as well as for security organizations.

Jackson is also Malaysia's premier body language expert. He has written and published more than a dozen articles on a regular basis in the new straits times on body language alone. His articles are published in the book, "Towards Organizational & Personal Excellence The Malaysian Experience" by the research and information services of the New Straits Times Press (M) Berhad.

Jackson is the Author of the book "Breaking the Silence: 55 Reasons Why Sharifah Aini was NOT Lying."

COURSE FEE

RM880 per participant inclusive of course material (notes & hand-outs) and certificate of attendance exclusive transport and lodging.

ORGANISED AND CONDUCTED BY



Knowledge Genius Sdn. Bhd.

1st & 2nd Floor, Wisma 2000, 10-12A, Jalan Hang Lekir, 50050 Kuala Lumpur, Malaysia.

Tel: 603-2034 1599 Fax: 603-2034 1499

RSVP : Call Ms Cindy for reservations- 012-6452933



Our
Marketing
Partner