

Cekap



EFFECTIVE COMMUNICATION AND CUSTOMER SERVICE EXCELLENCE



COMMUNICATION

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2 DAY

WHO SHOULD ATTEND?

- Executives & Senior Executives
- Supervisors & Team Leaders
- Frontline and client-facing employees
- Sales and business development professionals
- Anyone seeking to enhance communication and presentation effectiveness

LEARNING OUTCOMES

Participants will be able to:

- Apply active listening techniques to improve understanding and minimise miscommunication.
- Communicate effectively with customers, colleagues, and subordinates in various workplace situations.
- Demonstrate empathy and emotional intelligence to build stronger working relationships.
- Deliver and receive constructive feedback professionally and confidently.
- Manage difficult conversations, workplace conflicts, and generational differences effectively.
- Enhance customer service standards through positive communication and problem-solving skills.

BENEFITS

- Improve communication clarity and workplace collaboration.
- Strengthen customer relationships through excellent service and professionalism.
- Increase confidence when handling customer enquiries, complaints, and challenging situations.
- Reduce misunderstandings and workplace conflicts.
- Foster teamwork across different generations and cultural backgrounds.
- Enhance emotional intelligence for better interpersonal relationships.

COURSE OBJECTIVES

- Develop effective communication skills for delivering outstanding customer service.
- Equip participants with practical active listening and interpersonal communication techniques.
- Enhance emotional intelligence to improve customer interactions and workplace relationships.
- Strengthen participants' ability to provide and receive feedback constructively.
- Improve conflict resolution and problem-solving skills in customer service situations.
- Build confidence in communicating with people from diverse backgrounds, cultures, and generations.

KEY CONTENT

MODULE 1: ACTIVE LISTENING

- Selective Listening, Rephrasing Pertinent Points and Returning them to the Speaker Using Reflective Listening in Conjunction with Passive Listening and Acknowledgement Responses
- The Prevention of Misunderstanding

MODULE 2: FUNDAMENTAL TECHNIQUES IN HANDLING PEOPLE ESPECIALLY SUBORDINATES AND COLLEAGUES

- Don't criticize, condemn, or complain.
- Give honest and sincere appreciation.
- Communicating with subordinates.
- Communicating with colleagues.
- Handling generation gaps eg. Gen X and Gen Y Teamwork

MODULE 3: LEVERAGING EMOTIONAL INTELLIGENCE IN COMMUNICATION

- GENOS EI Model Employee Communication Uncertainty
- Employee Engagement Self-awareness
- Empathy
- Awareness of others Resilience

MODULE 4: COMMUNICATING WITH DIFFERENT- GEN AND DIFFERENT CULTURE

- How to Hold a Difficult Conversation
- Provide Feedback That Has an Impact
- Receive Feedback with Grace and Dignity
- Overcome Your Fear of Confrontation and Necessary Conflict
- Communication Success Tips: Interpersonal Communication Dynamics
- How to Demonstrate Respect at Work
- Politics at Work - Why Politics at Work Is Risky

KEY CONTENT

MODULE 5: FUNDAMENTAL TECHNIQUES IN HANDLING PEOPLE ESPECIALLY SUBORDINATES AND COLLEAGUES

- Don't Criticize, Condemn, Or Complain.
- Give Honest And Sincere Appreciation.
Communicating With Subordinates.
Communicating With Colleagues.
- Handling Generation Gaps Eg. Gen X And Gen Y

MODULE 6: SEEK TO UNDERSTAND, THEN TO BE UNDERSTOOD

- Different Types Of Listening Emphatic Listening
- Positive Problem Solving

YOUR EXPERT TRAINER

WIJEN RANDHAWA CORPORATE TRAINER



Wijen Randhawa is a certified Corporate Trainer by Deloitte UK and HRD Corp with over 20 years of experience in corporate training. He holds a Bachelor's degree in Economics from the United States and an MBA.

He has delivered training across industries including oil & gas, manufacturing, telecommunications, government, education, and FMCG. His clients include PETRONAS, Khazanah Nasional, Axiata Group, Samsung, HSBC, TNB, SIRIM, POS Malaysia, Sapura Kencana, and Johor Port. He has also conducted training in Sri Lanka, Nepal, Thailand, and Macau.

His expertise includes Leadership, Customer Service Excellence, Communication, Negotiation, Emotional Intelligence, Change Management, Team Building, Problem Solving, Sales & Marketing, and Business English. He is recognised for delivering practical, engaging, and results-driven training programmes that enhance individual and organisational performance.