



# WEBINAR

## WIN WIN COMMUNICATION & INTERPERSONAL SKILLS

Nov 10-11, 2026 | 9AM | ZOOM

### OVERVIEW

Thinking win win and having effective communication & interpersonal skills at the workplace is very crucial to the organizational success. Effective interpersonal skills build relationships at the workplace. With good relationships the environment is more conducive for organizational growth and progress



### OBJECTIVES

- To build self - awareness
- To communicate effectively with all levels
- To develop verbal communication skills
- To develop non-verbal communication skills
- To manage conflicts effectively
- To develop active listening skills
- To establish, maintain & enhance effective working relationship
- To use transactional analysis
- To manage personal emotions

### METHODOLOGY

- Presentation by facilitator
- Short exercise
- Group discussions
- Case studies
- Role play

### AUDIENCE

- Managers
- HODs
- Executive
- Officers/Supervisors
- Middle Management



### FEES

Member: RM864.00  
Non-Member: RM972.00  
[Inclusive of SST 8%]

**CLOSING DATE**  
**OCT 30, 2026**

**REGISTER NOW**



**Contact Us**

09-560 6554/5224

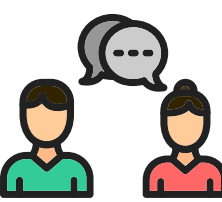



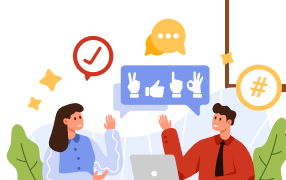
fmmeastern@fmm.org.my



# WEBINAR

## WIN-WIN COMMUNICATION & INTERPERSONAL SKILLS

### COURSE OUTLINE - DAY 1

8.45AM	Registration of participants	
9.00AM	Unit 1: Win-Win Communication	
	<ul style="list-style-type: none"> <li>• Thinking win-win</li> <li>• Applying the 5 principles for win-win communication</li> <li>• Listening skills</li> </ul>	<ul style="list-style-type: none"> <li>• Clarifying &amp; confirming</li> <li>• Verbal skills</li> <li>• Transactional analysis</li> <li>• Non verbal skills</li> </ul> 
10.30AM	Morning Tea Break 	
10.45AM	Unit 2: My Attitude, Communication & Relationships	
	<ul style="list-style-type: none"> <li>• How communication relates to my job</li> <li>• Do I have the win-win approach towards interpersonal &amp; work relationship</li> <li>• Are effective work relationship important?</li> </ul>	<ul style="list-style-type: none"> <li>• Internal &amp; external customers linkage</li> <li>• My attitude towards my internal customers</li> </ul> 
<b>Exercise 1: My wishlist</b>		
1.00PM	Lunch Break	
2.00PM	Unit 3: Win-Win Leadership Communication	
	<ul style="list-style-type: none"> <li>• Connecting leadership &amp; communication</li> <li>• Leadership communication skills</li> <li>• Projecting a positive leadership ethos</li> </ul>	<ul style="list-style-type: none"> <li>• Assessing leadership communication skills</li> <li>• Developing an action plan</li> </ul>
<b>Exercise 2: Assessing my leadership communication skills</b>		
<b>Exercise 3: Developing an action plan</b>		
3.30PM	Evening Tea Break	
3.45PM	Unit 4: Basic Listening Skills	
	<ul style="list-style-type: none"> <li>• What are listening?</li> <li>• Are you a good listener?</li> <li>• Self-assessment</li> <li>• Process of listening</li> </ul>	<ul style="list-style-type: none"> <li>• Active listening</li> <li>• 5 barriers to listening</li> <li>• 11 bad habits</li> <li>• Solutions to effective active listening</li> </ul>
<b>Exercise 4: Using the check-list</b>		
<b>Exercise 5: Self-Assessment</b>		
5.00PM	End of Programme Day 1	



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## WIN WIN COMMUNICATION & INTERPERSONAL SKILLS

### COURSE OUTLINE - DAY 2

**8.45AM** Registration of participants

**9.00AM** Unit 5: Introduction to Human Relations



- The nature, purpose & importance of human relations
- The forces influencing behavior at work

- Major themes in human relations
- Human relations can make or break you
- Human relations: benefits to you

**Group Discussion: Benefits to you**

**10.30AM** Morning Tea Break

**10.45AM** Unit 6: Learning to Achieve Emotional Control

- Introduction emotional control
- Conscious versus subconscious influences

- Transaction analysis
- Achieving greater emotional control

**Exercise 6: Transactional analysis**

**1.00PM** Lunch Break

**2.00PM** Unit 7: Verbal & Non-Verbal Skills

- Verbal communication skills
- Courtesy words & behaviours
- Non-verbal communication skills

- Using body language
- Understanding body language

**Exercise 7: Facial Expressions**

**Exercise 8: Identifying body language**

**Exercise 9: Eye contact & movements**

**3.30PM** Evening Tea Break

**3.45PM** Unit 8: Work Relationships

- Manager-Employee relationship
- Co-worker relationship
- Conflict management

- Causes & overcoming conflicts
- Behaviour related to handling conflicts

**5.00PM** End of Programme Day 2





**WEBINAR WIN WIN COMMUNICATION & INTERPERSONAL SKILLS**

**Nov 10-11, 2026 | 9AM-5PM | Remote Online Training (ZOOM)**

**...ADMINISTRATIVE DETAILS...**

**HRD CORP CLAIMABLE COURSE DETAILS**

- Training Provider : **FMM Institute Eastern**
- MyCoID : **475427W\_EASTERN**
- HRD Corp Programme No : **Provided upon registration**

**DISCLAIMER**

The FMM Institute reserves the right to change the facilitator, date and to vary / cancel the course should unavoidable circumstances arise. All efforts will be taken to inform participants of the changes,

**REGISTRATION**

- Upon **Faxing/Mailing** the completed **Registration Form** to FMM Institute, you are **deemed** to have read and **accepted** the terms and conditions. The **course** would also be **deemed as confirmed** unless informed otherwise.
- Will be based on First-Come-First served basis.

**ENQUIRIES & REGISTRATION**

**Ms Wanhui/ Ms Elly**  
**Email : fmmeastern@fmm.org.my**  
**Tel: 09-560 6554/ 5244**

**Please tick accordingly:**

- Fees:**  **FMM Member: RM 864.00/pax**  
*(inclusive of 8% Service Tax)*
- Non Member: RM 972.00/pax**  
*(inclusive of 8% Service Tax)*

**Fees include course materials and Certificate of Attendance**

**CANCELLATION**

- Must be writing with reasons.
- 7 days before the course - No payment charged.
- 3-6 days before the course - 50% payment charged.
- < 3 days before the course - Full payment charged.
- Participants who did not turn-up will be charged full payment.
- Replacements can be accepted at no additional cost.

**PAYMENT**

- **Cheques** made in favour of "FMM Institute" should be forwarded to FMM Institute Eastern.
- For **HRD Corp claimable course**, an **attendance of 100% is a must**, in any case, **employers will be billed in full.**

**REGISTRATION FORM**

**Closing Date**  
**Oct 30, 2026**

Dear Sir / Madam, please register the following participant(s) for the above programme.

No	Name	Designation	I/C Number	Email	H/P No.
1.					
2.					

*(Please attach a separate list if space is insufficient)*

We will **be claiming under HRD Corp Claimable Courses (SBL-Khas)** but full payment would be made to FMM Institute in the event that no disbursement from HRD CORP under any circumstances.

We will **NOT BE CLAIMING under training grant from HRD Corp.** Payment will be made to account payee **FMM Institute** by cheque or bank transfer to **MAYBANK Account No. 5560-1106-3275**

**Submitted by:**

Name : \_\_\_\_\_ Designation: \_\_\_\_\_

Company : \_\_\_\_\_ FMM Membership No. : \_\_\_\_\_

Address : \_\_\_\_\_

Email : \_\_\_\_\_ Tel: \_\_\_\_\_ Fax: \_\_\_\_\_

TIN No. : \_\_\_\_\_ SST No: \_\_\_\_\_

Company Stamp