



# FMM INSTITUTE

(C10626805080/ 199901000527/ 475427-W)

Centre for Professional Development



## RESULT DRIVEN COMMUNICATION SKILLS AT WORKPLACE

Communication skills are one of the most important skills in the modern workplace. Communication skills help us to interact more effectively with colleagues at all levels of the organisation; this requires a complex mix of skill and style and an ability to adapt to different personality types



## COURSE CONTENT

- What is Professional Communication?
- What is a Skilled Communicator?
- Communication Barriers
- Remembering Names
- Developing the Appropriate Environment
- Using Your Body Language for Impact
- Building High Impact Messages
- The Power of Positive Language
- Gaining the Confidence of Others
- Listening Skills
- From Impact to Actions
- Creating Positive Outcomes
- The Ten Commandments of Positive Relationships
- Self-Awareness
- The Johari Window?

### ADMINISTRATIVE DETAILS

Date : **March 2-3, 2026**  
(Monday-Tuesday)

Time : **2 Days (9:00 am - 5:00 pm)**

Venue : **FMM Institute, Johor Branch**  
**No. 1 & 3, Jalan Kencana Mas 1/1,**  
**Tebrau Business Park III,**  
**81100 Johor Bahru, Johor**

Fees : **RM 1,215.00 (FMM Member)**  
**RM 1,350.00 (Non member)**  
*The fee inclusive Service Tax at 8%*  
*(SST No: W10-1901-32000105)*

Closing Date : **January 19, 2026 (Monday)**

Training Provider : **FMM Institute Johor**  
**MYCID: 475427W\_JOHOR**

### FACILITATOR

Irene Choong Peck Fong holds a Masters in Training and Human Resource Development (MTHRD) from Newport University, USA and Bachelor of Arts (Hons) degree from the University of Malaya. She has accumulated wide experience in the field of management, education, corporate communications, marketing and service having served in various management capacities in various industries. She is also a Certified Professional Trainer from the Malaysian Institute of Management (MIM-CPT) as well as a Certified Practitioner in Neuro-Linguistic Programming (NLP)



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# RESULT DRIVEN COMMUNICATION SKILLS AT WORKPLACE

**MARCH 2-3,2026 | VENUE: FMM INSTITUTE, JOHOR BRANCH**

FMM Institute (475427-W)

**Puan Sabrina / Pn. Astri / Pn. Ain**

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/ [nur\\_ain@fmm.org.my](mailto:nur_ain@fmm.org.my)

Tel: 07-357 7613 / 14 / 15 / 16 Fax: 07-357 7618

Please tick accordingly:

Fees: ☐ **FMM Member: RM 1,215.00/pax**  
(inclusive of 8% Service Tax (SST No: W10-1901-32000105))

☐ **Non Member: RM 1,350.00/pax**  
(inclusive of 8% Service Tax (SST No: W10-1901-32000105))

Dear Sir/Madam,

Please register the following participant (s) for the above programme:

**(To be completed in BLOCK LETTERS)**

1.Name:	IC No:	Nationality:
Designation:	Email:	Mobile No.:
2.Name:	IC No:	Nationality:
Designation:	Email:	Mobile No.:

*(if space is insufficient, please attach a separate list)*

## Disclaimer

Registration is on a first-come first-served basis. All cancellations must be made in writing. There will be no charge for cancellation received 7 or more working days before the start of the webinar. **Cancellation received 5 working days** before the start of the webinar is **subject to a cancellation fee of 50%** of the webinar fees. **Cancellation received 3 working days and below** before the start of the webinar is **subject to a cancellation fee of 100%** of the webinar fees. **If the participant fails to attend the programme, the full webinar fees are payable.** However, replacement can be accepted at no additional cost. The FMM Institute reserves the right to change the speaker, reschedule or cancel the webinar and all efforts will be taken to inform participants of the changes.

**We hereby confirmed that (please tick accordingly):**

☐ We will be claiming under **HRD CORP CLAIMABLE COURSES** and full payment would made to FMM Institute in the event that no disbursement from HRD Corp under any circumstances.

☐ I (self-sponsor) / We will **NOT BE CLAIMING** under **HRD CORP CLAIMABLE**. Payment will be made to the account payee **FMM Institute** by cheque or bank transfer to **Maybank Account No. 501280056601**.

**Tin No. : C10626805080**

**BRO No. : 475427-W**

**SST No. : W10-1901-32000105**

**Submitted by:**

Name: \_\_\_\_\_ Email: \_\_\_\_\_

Designation: \_\_\_\_\_ Tel No: \_\_\_\_\_ Moblie No: \_\_\_\_\_

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

Tin No. : (Company Tax Number) \_\_\_\_\_ Business Registration No. (New/Old) \_\_\_\_\_ SST No (If Applicable): \_\_\_\_\_

Company Stamp & Signature: \_\_\_\_\_ Date: \_\_\_\_\_