

EFFECTIVE COMMUNICATION SKILLS FOR PROFESSIONAL

**GROW YOUR TALENT,
GROW YOUR ORGANISATION.**



About this course

This two-day program empowers professionals to communicate with clarity, confidence, and impact across diverse workplace situations. Through practical exercises and real-world simulations, participants will master the **C.O.R.E. Formula** that stands for Clarity, Openness, Responsiveness, and Empathy - a memorable guide for professional communication excellence.

Who Should Attend?

Professionals, executives, managers, and team leaders who wish to enhance their verbal, non-verbal, and written communication skills.

Learning Outcomes

By the end of this programme, participants will be able to:

1. Identify key principles and barriers of effective communication in the workplace (Remembering/Understanding).
2. Apply the C.O.R.E. formula to communicate clearly and confidently in professional settings (Applying).
3. Analyze interpersonal and cross-functional communication challenges to propose effective solutions (Analyzing).
4. Demonstrate improved communication techniques through real-life simulations and feedback (Creating).



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FOUNDATIONS OF EFFECTIVE COMMUNICATION



COMMUNICATION IN ACTION



MODULE 1

Understanding Communication Dynamics

- Definition, types, and process of communication
- Barriers to effective communication
- Applying the C.O.R.E. Formula (Clarity, Openness, Responsiveness, Empathy)



MODULE 2

Verbal and Non-Verbal Communication Mastery

- Tone, pitch, and body language awareness
- The power of active listening
- Using questions to build rapport and understanding



MODULE 3

Workplace and Cross-Cultural Communication

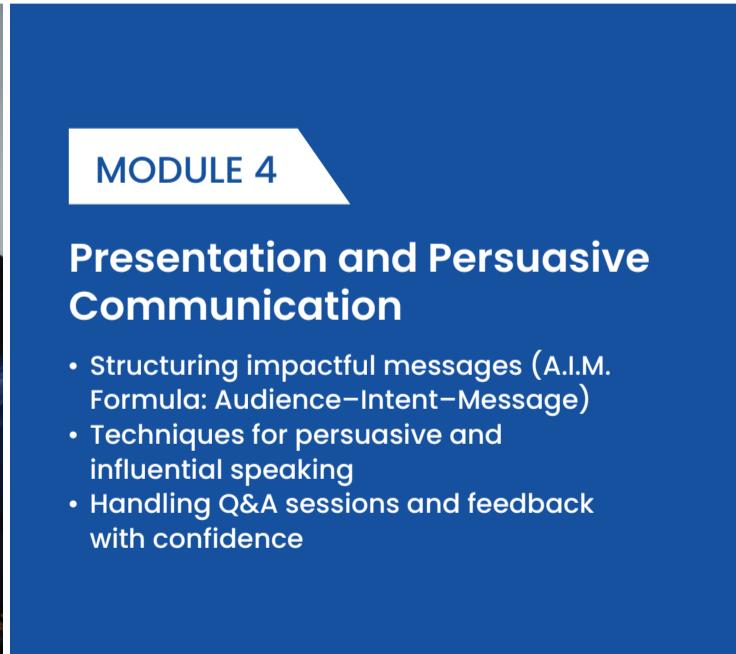
- Communicating with emotional intelligence (E.Q. in Action)
- Managing difficult conversations professionally
- Communicating across teams and cultures



MODULE 4

Presentation and Persuasive Communication

- Structuring impactful messages (A.I.M. Formula: Audience–Intent–Message)
- Techniques for persuasive and influential speaking
- Handling Q&A sessions and feedback with confidence



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SCAN QR CODE FOR DETAIL INFO



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