



Digital

**An Interactive
8 Weeks
Online Learning
Programme**

COMMUNICATING WITH CLARITY

Commencement Date: **30 November 2020**

Communication is one of the most important factors influencing the success of organizations and individuals. Communication errors and misunderstandings can result in lost opportunities, lost productivity and worst of all, lost customers.

This programme combines concepts developed through research with a prime model and key tools that give you the skills you need to communicate more clearly. The solution is not more communication, but clearer communication.

What will you learn during the 8 weeks?

- Week 1** Readings, self-paced modules and a 90-minute Masterclass on “Model for Clear Communication”
- Week 2** Self-paced modules and case studies on “Facts, Episodes, and Feelings and Long-Term Memory”
- Week 3** Self-paced modules and case studies on “Four steps for Impactful Communication”
- Week 4** Self-paced modules on “Deep listening”

Who Should Join

Team Leaders, new Managers, anyone who would like to develop this skill

How will you learn?

Your learning journey will be based on combination of Self Paced Learning, Live Webinar, Videos, Learning Articles, Online Pre and Post Assessment Quizzes and Case Studies

At the end of the programme, you will be able to :

- Identify your own personal needs and customize your message to ensure you get what you need from the communication
- Identify the personal needs of others and customize the communication to ensure you get what they need from the communication
- Structure messages to enable others to engage in the communication and take appropriate action
- Listen more effectively

- Week 5** Readings, self-paced modules and a 90-minute Masterclass on “Where enablers and skills meet”
- Week 6** Self-paced modules and case studies on “Storytelling” – followed by quiz and revision of concepts
- Week 7** Self-paced module on “Non-verbal communication” followed by quiz and revision of concepts so far
- Week 8** Closure: Masterclass on “Bringing it together” and ensuring implementation of learnings to workplace

Who are your Masterclass Facilitators?



Shweta Kumar
• Masters degree in Management of Change- INSEAD
• Accredited Facilitator, Coach



Avik Chatterjee
• Leadership Consultant and Coach | Keynote Speaker
• Expertise in OD, Performance Enhancement Tools, Top team Alignment, Cultural Transformation

To find out more on the online programmes, please contact: pds@mim.org.my today

