

INTENSIVE COMMUNICATION SKILLS TRAINING PROGRAMME

1. Introduction

Communication skills as a competency, in MOFE context, is the ability to impart accurate information (both verbal and written) in a timely and effective manner and be receptive to other peoples' opinions. This course is mainly to enhance the communication skills of MOFE employees in a holistic manner ranging from listening skills to presentation skills.

2. Training Objectives

Upon the completion of the training programme, the participants will be able to:

- Listens actively and effectively to others
- Responds with tact and diplomacy especially when met with impromptu questions
- Present and discuss information, analysis, ideas and positions in a clear, accurate, convincing manner, as is appropriate with the audience.
- Be professional by remaining calm and confident during conflict, difficult and tension situations.
- Conduct negotiations by identifying and discussing any common interested, affected parties, agreements or disagreements.
- Leads team discussions and debates.
- Speak up in meetings to get point across.

3. Course Programme

The contents may cover and not limited to the following:

- Listening skills
- Communication with Tact, Diplomacy and Professionalism
- Networking skills
- Negotiation Skills
- Persuading, Negotiating and Influencing Skills

4. Targeted Participants

Officers level (Division II)

5. Number of Participants

30 participants

6. Duration and Frequency

Duration: 4 days.

Frequency: 1 session only

7. Methodology

- Practical Activities
- Discussion
- Lectures
- Presentations
- Role plays (if applicable)

8. Training Delivery

Training venue and refreshments will be provided by the Ministry of Finance and Economy.

9. Delivery Language

English / Malay language

10. Requirements

- There will be two types of assessments needed for each of the participants namely pre-assessment and post-assessment.
- Report on individual assessments and performance to be submitted to the Ministry of Finance and Economy within one week after the completion of the training programme.
- Joint Certificate of Participation with Ministry of Finance and Economy.