

BUILDING RELATIONSHIP AT WORK - CREATE HUMAN CONNECTION TO INCREASE PRODUCTIVITY

Date: 28 May 2019 Venue: Phileo Damansara 1, Petaling Jaya

Early Bird: RM600/pax* Normal Fee: RM750/pax** Group Fee: RM500/pax

**Registration by 26-Apr-19 **Minimum of 3 pax from the same organization*

OBJECTIVES

- To give peers instant tools and techniques to build positive relationship and handle a range of situations at work.
- Encouraging others to give their best and encouraging co-operation among colleagues.
- Developing a structured approach to give feedback.
- Increase communication skills, confidence and motivation.
- Mastering relationship building methods to win-win situations.

TARGET AUDIENCE

Buddy System Partner and everyone who wants to enhance productive and positive working relationships with colleagues, internal and external stakeholders.

For more details or In-House enquiry, please contact:

Kavitha - 018-374 4580

kavitha@kpkmillennium.com.my)

CO-ORGANIZER:



COURSE CONTENT

Module 1 - Introduction

Module 2 - About Building Relationships

- What is Relationship Building?
- Importance of Building Relationships - Case Studies
- When do you need to Build Relationship?
- Benefits of Building Relationship

Module 3 - Understanding Personalities

- Personality Profiling using LPI
- 5 Type of Personalities
- Communication vs Personality

Module 4 - Building Rapport

- What Is Rapport Building
- Tips for Establishing Rapport
- Tips for Building Rapport

Module 5 - Establishing 6 Characteristics of Positive Relationship

- Develop People Skills: Trust, Respect, Empathy, Mindfulness, Welcoming Diversity, Open Communication

Module 6 - The Assertive Approach to Relationship

- 8 Techniques In Building Good Work Relationship

Module 7 - Sustaining Relationships

- How to Sustain Relationship
- During Difficult Situations
- Conflict Resolution

Module 8 - Constructive Feedback

- Openness
- Giving and Receiving Constructive Feedback

Your Personal Action Plan

HRDF
Claimable



KAVITHA LETCHMANA

Trainer

Kavitha has 11 years of sales and marketing experience, spanning within developing corporate sales strategy, sales management system, as well as corporate and social media marketing strategy.

Kavitha started her humble career as Tele-sales executive in Hong Leong Assurance Berhad. As an effective sales person, she constantly hit all the sales target assigned to her and voted as Top Sales Achiever in Y 2008.

She then continued her career as Senior Sales Executive in Thomvell International Sdn Bhd, a leading training company in Kuala Lumpur. Kavitha developed effective marketing plan and sales strategies to sell corporate training programs. As a team lead, she also constantly mentor and coach her team members to achieve their true potential and meet their pre-determined KPI.

Kavitha then moved to become a Senior Consultant of The Learning MatchMaker Sdn Bhd and eventually became a General Manager. In The Learning MatchMaker, during her 6 years' service, she developed various sales and marketing strategy that propel the company to be one of the leading training match maker in Malaysia. One of her key success factor was she is so good in building and sustaining relationships with her clients, stakeholders and colleagues.

She is currently leading and managing her own company, KPK Millennium Consultancy. KPK Millennium Consultancy provides various type of sales & marketing services for training companies in Malaysia.

To fulfill her passion in coaching, Kavitha took up coaching certification with Federation University Australia. As Certified Professional Coach, Kavitha continue to unlock the potentials of business owners, trainers, employees and individuals to achieve their desired goal.

Kavitha is also passionate in sharing her sales knowledge and experience to all industry that needs her expertise. Most of her expertise are in Building Relationship, Relationship Selling Skills and Coaching Skills.

ACADEMIC

B.Sc. (Hons) Industrial Biotechnology,
University Industry Selangor

Diploma of Management,
Australian Education and
Training Services

PROFESSIONAL CERTIFICATION

Certified Professional Coach,
Federation University Australia

Certified Trainer,
Pembangunan Sumber Manusia
Berhad (PSMB)

MEMBERSHIP

Associate Member of International,
Association of Coaching (IAC)

SALES EXPERIENCE

11 years in training, logistic, insurance
and BPO companies

TRAINING EXPERIENCE

7 years of In-House and corporate
trainings

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Payment Details:

Payable To: PM Learning Sdn Bhd

Bank Name: CIMB Bank Berhad

Account No. : 800 919 3381

Official Invoice will be issued upon written confirmation.

Terms and Conditions:

- Upon receipt of a completed registration form, it confirms that the organization is registering for the seat(s) of the participant(s) to attend the conference or training workshop.
- Payment has to be received 7 working days prior to the event date to confirm registration.
- Payment is non-refundable if cancellation occurs 7 working days prior to event commencement. However a substitute is welcome at no additional charge.

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REGISTRATION FORM

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Participant(s) Details:

Name : _____

Position : _____

Email : _____

Contact No. : _____

Name : _____

Position : _____

Email : _____

Contact No. : _____

Name : _____

Position : _____

Email : _____

Contact No. : _____

Billing Details:

Company : _____

Address : _____

Contact Person : _____

Designation : _____

Contact No. : _____

Email : _____

Company Stamp :