



The Art of Speaking for Workplace Excellence

Transform Communication | Build Trust | Inspire Results

1 Day • 7 Training Hours

Classroom / Virtual

IOI Boulevard, Puchong

MYR 1,750 per pax

PROGRAMME INTRODUCTION

In today's fast-paced workplace, communication is more than just exchanging information — it is the foundation of trust, teamwork, leadership, and organizational success.

The Art of Speaking for Workplace Excellence is a practical and engaging programme designed to help participants develop the mindset, skills, and habits of effective workplace communication. Through proven communication principles, workplace simulations, role plays, and reflective learning activities, participants will learn how to communicate with professionalism, confidence, empathy, and purpose.

WHY THIS PROGRAMME MATTERS

- Building trust across all levels
- Influencing outcomes and decisions
- Strengthening workplace relationships
- Creating genuine collaboration
- Leading with credibility and purpose
- Developing a positive workplace culture

COURSE MODULES

MODULE 1

The Importance of the Art of Speaking in the Workplace

- Why communication matters today
- Hidden costs of poor communication
- How communication shapes workplace culture
- Role of communication in leadership
- Impact of tone, attitude and delivery

MODULE 2

The 10 Principles of Effective Workplace Speaking

- Principle 1: Speak with Respect & Sincerity
- Principle 2: Speak with Integrity & Reliability
- Principle 3: Think Before You Speak
- Principle 4: Speak with Kindness & Empathy
- ...and 6 more proven principles

MODULE 3

Summary, Reflection & Call for Action

- Reflect on key learning takeaways
- Identify personal communication gaps
- Commit to positive change at work
- Build an actionable improvement plan
- Inspire lasting behaviour change

LEARNING OUTCOMES

- ✓ Understand the impact of communication on workplace performance and culture
- ✓ Apply the 10 Principles of Effective Workplace Speaking
- ✓ Communicate with greater professionalism and emotional intelligence
- ✓ Handle difficult conversations more effectively
- ✓ Deliver constructive feedback respectfully
- ✓ Communicate clearly, confidently, and purposefully

WHO SHOULD ATTEND

- Executives
- Admin Personnel
- Customer Service
- Technical Staff
- Employees at All Levels
- Supervisors
- Team Leaders
- Managers
- Professionals

TRAINING METHODOLOGY

- Simulations
- Comm. Exercises
- Group Discussions
- Role Plays
- Workplace Scenarios
- Peer Learning
- Experience Sharing
- Case Studies
- Interactive Lectures
- Facilitator Demos

TRAINER PROFILE



Liew Chei Peng

CORPORATE TRAINER & FACILITATOR

Liew Chei Peng is a corporate trainer, facilitator, and workplace learning practitioner with extensive experience in personal development, leadership, communication excellence, values-based learning, and workplace transformation. His engaging facilitation style, relatable examples, and ability to translate timeless principles into practical solutions are highly appreciated by participants.

Practical Application

Adult Learning

Values-Based Leadership

Experiential Learning

PROGRAMME DETAILS

DURATION

1 Day

7 Training Hours
9am to 5pm

MODE

Classroom

or Virtual

VENUE

IOI Boulevard

Puchong

HRD CORP

Claimable

✓ Eligible

COURSE FEE

MYR 1,750

per pax / day
incl. refreshments, lunch &
materials

ENQUIRIES & REGISTRATION

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"Excellence at work begins with how you speak."

SPEAK WITH RESPECT • SPEAK WITH PURPOSE • SPEAK WITH EXCELLENCE

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Corporate Training & Workplace Learning Solutions