



安讯教育与科技有限公司  
Axon Consultancy Sdn Bhd

# Communication To Make An Impact

## TRAINING DETAILS

Duration : 2 Days

Training Hour : 9am to 5pm



## Recommended Participants:

Supervisors, managers, team leaders, and frontliners who want to strengthen their communication skills for greater influence, stronger relationships, and improved results.



**Axon Consultancy Sdn. Bhd.**

(Co Reg no: 201701042497)

2-2, Plaza Usahawan Genting Kelang, Jalan Danau Naiga,  
Taman Danau Saujana, 53300 Kuala Lumpur  
jack@axonconsultancy.com | +6012 6159229



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## Course Overview:

Effective communication is the cornerstone of leadership, teamwork, and service excellence. This two-day programme is designed to help professionals at all levels strengthen their ability to communicate with clarity, confidence, and impact. Through interactive lectures, role plays, group activities, and personal reflection, participants will learn to master both verbal and non-verbal communication, adapt their style to different audiences, and handle challenging conversations with confidence. By applying persuasive techniques, active listening, and leadership communication skills, participants will be empowered to build stronger relationships, influence others, and achieve better results in both professional and personal settings.

## Course Objective

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

- Recognize the principles of impactful communication in professional and personal settings.
- Apply techniques to communicate clearly, confidently, and persuasively.
- Build rapport and trust through verbal and non-verbal communication.
- Adapt communication style to different audiences and situations.
- Handle difficult conversations and deliver feedback effectively.



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## Course Outline:

### Day 1: Foundations of Impactful Communication

#### Session 1: The Power of Communication

- Why communication determines success in hospitality & business
- Elements of impactful communication: clarity, tone, empathy, timing
- Overcoming communication barriers
- *Activity: Icebreaker – “Lost in Translation” game*

#### Session 2: Building Your Communication Style

- Identifying personal strengths and blind spots
- Direct vs. indirect communication styles
- DISC/Personality types and communication preferences
- *Activity: Self-assessment & group sharing*

#### Session 3: Verbal & Non-Verbal Mastery

- Choosing words to influence and inspire
- Non-verbal cues: posture, gestures, eye contact, voice modulation
- Aligning body language with spoken words for credibility
- *Activity: Paired role-play with observation & feedback*

#### Session 4: Listening to Make an Impact

- Active vs. passive listening
- Questioning techniques to deepen understanding
- Paraphrasing and acknowledging to build trust
- *Activity: “Listening Triads” – speaker, listener, observer exercise*

#### Methodology :

- Interactive lectures
- Group activities
- Role plays
- Case studies
- Personal reflection



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## Course Outline:

### Day 2: Applied Impactful Communication

#### Session 5: Persuasive & Professional Communication

- Structuring impactful messages (AIDA model)
- Storytelling as a tool to engage and inspire
- Speaking with confidence in meetings & presentations
- *Activity:* Short storytelling presentations

#### Session 6: Handling Challenging Situations

- Giving constructive feedback effectively
- Managing conflict with tact and professionalism
- Responding to complaints and resistance
- *Activity:* Role-plays on difficult guest/staff scenarios

#### Session 7: Communicating as a Leader

- Inspiring and motivating teams through communication
- Building credibility and presence
- Coaching conversations for growth
- *Activity:* Group case study – “*Leadership in Action*”

#### Session 8: Action Plan & Commitment

- Reflecting on communication strengths and areas for growth
- Developing a 30-day impactful communication plan
- Group sharing of key takeaways
- *Activity:* “*Commitment Wall*” – posting one impactful communication habit to start practicing immediately

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## Trainer Portfolio: Mr. Wan Mohd Fadzil

### HRDC Accredited Trainer | Certified Hospitality Trainer | Training Consultant

Wan Mohd Fadzil is a Certified Hospitality Trainer (CHT, AHLEI) with over **40 years of experience** in international hospitality and corporate training. Renowned for his passion, innovation, and leadership, he has driven success across world-class brands including **Pan Pacific, Sheraton, Parkroyal, Hilton, Hyatt, The Kasturi, and Adya Hotel Langkawi.**

As a dynamic consultant and HRD Corp Accredited Trainer, Wan Fadzil blends hands-on expertise with visionary leadership, equipping individuals and organizations with the skills to thrive in the highly competitive hospitality landscape. He is recognized not only for setting the gold standard in hotel operations but also for nurturing future industry leaders.



### Training Expertise

- Customer Service & Guest Experience Excellence
- Hotel & Resort Operations Management
- Leadership & People Development
- Revenue Management & Strategic Pricing
- Pre-Opening & Orientation Programs
- Front Office & Rooms Division Excellence



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