



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 (CHT, AHLEI0USA) | Hospitality Leadership & Service Excellence Consultant

Wan Mohd Fadzil is a seasoned hospitality professional and certified international trainer with over **40 years of transformative leadership** in the hotel and tourism industry. His illustrious career spans across prestigious hospitality brands such as **Pan Pacific, Sheraton, Parkroyal, Hilton Kuala Lumpur, Hyatt, The Kasturi, and Adya Hotel Langkawi.**

Recognized for his innovative approach to **service excellence, operational leadership, and talent development**, Wan Fadzil has consistently elevated hospitality standards and mentored countless professionals into successful careers. His blend of **academic insight, practical management experience, and training expertise** makes him one of Malaysia's most respected figures in the field of hospitality education and corporate training.

Throughout his extensive career, Wan Fadzil has been instrumental in **pre-opening projects, team leadership, guest service training, and service recovery enhancement**, setting benchmarks for operational excellence.



Training Expertise

- Hospitality Leadership & Management
- Guest Experience & Service Excellence
- Revenue Management & Strategic Pricing
- Team Development & Staff Engagement
- Pre-Opening & Operational Setup
- Training Program Design & Delivery



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