



安讯教育与科技有限公司
Axon Consultancy Sdn Bhd

Interpersonal Skill Programme

TRAINING DETAILS

Duration : 2 Days

Training Hour : 9am to 5pm

Recommended Participants:

Supervisors, managers, frontliners, and professionals seeking to strengthen workplace relationships, enhance communication, and boost team effectiveness.



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:

In today's competitive hospitality and service industry, delivering exceptional customer service is no longer optional—it is essential. This two-day programme equips hospitality professionals with the skills, mindset, and emotional intelligence to create memorable guest experiences that inspire loyalty and drive positive reviews. Through a dynamic mix of interactive lectures, role plays, group discussions, case studies, and practical activities, participants will learn to engage guests with professionalism, handle complaints with confidence, and personalize service to exceed expectations.

Course Objective

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

- Understand the importance of interpersonal skills in workplace success.
- Apply active listening and effective communication techniques.
- Build rapport and trust with colleagues, clients, and guests.
- Develop emotional intelligence for better workplace relationships.
- Manage conflict and handle difficult interactions.
- Collaborate effectively within teams and across departments.



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Course Outline:

Day 1: Foundations of Interpersonal Skills

Session 1: Introduction to Interpersonal Skills

- What are interpersonal skills?
- The role of interpersonal effectiveness in hospitality & business
- Self-awareness and first impressions
- *Activity: Icebreaker – “Strengths I bring to relationships”*

Session 2: Verbal & Non-Verbal Communication

- Choosing the right words for clarity and influence
- Tone, posture, gestures, and eye contact
- Aligning body language with spoken words
- *Activity: Paired practice – “Say it without words”*

Session 3: Active Listening & Empathy

- Listening to understand, not just to respond
- Empathy in service and teamwork
- Questioning techniques to deepen connections
- *Activity: “Listening Triads” – speaker, listener, observer*

Session 4: Building Rapport & Trust

- Establishing credibility and connection
- Finding common ground with others
- Consistency and reliability in relationships
- *Activity: Group exercise – “Building trust in action”*

Methodology :

- Interactive lectures
- Role plays
- Self-assessments
- Group challenges
- Case studies



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Course Outline:

Day 2: Applying Interpersonal Skills at Work

Session 5: Emotional Intelligence in Relationships

- Self-awareness, self-regulation, motivation, empathy, social skills
- Recognizing and managing emotions in self and others
- Using EQ to improve workplace interactions
- *Activity: Emotional intelligence self-assessment*

Session 6: Conflict Management & Difficult Conversations

- Common causes of workplace conflict
- Conflict resolution strategies (win-win approach)
- Giving and receiving constructive feedback
- *Activity: Role-play – “Handling a difficult colleague/guest”*

Session 7: Teamwork & Collaboration

- Importance of teamwork in hospitality & service industries
- Roles, responsibilities, and internal service
- Building synergy across departments
- *Activity: Team challenge – “The Marshmallow Tower”*

Session 8: Action Planning for Interpersonal Growth

- Reflection on strengths and areas for improvement
- Setting personal goals for interpersonal skill development
- Building habits for long-term relationship success
- *Activity: “My 30-day Interpersonal Growth Plan”*

Methodology :

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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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