



安讯教育与科技有限公司
Axon Consultancy Sdn Bhd

STRENGTHENING EMPLOYER-EMPLOYEE RELATIONSHIP

BUILDING TRUST, ENGAGEMENT & PRODUCTIVITY



Axon Consultancy Sdn. Bhd.

(Co Reg no: 201701042497)

2-2, Plaza Usahawan Genting Kelang, Jalan Danau Naiga,
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AN OVERVIEW

Effective employer–employee relationships are a critical driver of organisational performance, employee engagement, retention, and productivity. In today’s dynamic workplace, miscommunication, lack of trust, and unresolved conflicts can significantly impact morale and operational outcomes.

This programme is designed to equip employers, managers, and employees with **practical communication, engagement, and relationship-management skills** to foster a culture of trust, collaboration, and shared accountability. The training emphasizes immediate workplace application through real-life scenarios, structured reflection, and action planning.

DURATION: 2 Days

WHO SHOULD ATTEND:

This program is suitable for:

- Employers, managers, and supervisors
- HR professionals and HR business partners
- Team leaders and department heads
- Employees seeking improved workplace collaboration
- Small business owners and startup founders



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PROGRAMME OBJECTIVES

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

- Explain the role of employer–employee relationships in organisational effectiveness and sustainability.
- Identify key factors that strengthen or weaken workplace trust and engagement.
- Apply effective communication, feedback, and conflict resolution techniques.
- Demonstrate behaviours that promote trust, respect, and collaboration.
- Implement practical strategies to enhance employee engagement, loyalty, and productivity within their teams

LEARNING OUTCOMES

Upon completion, participants will demonstrate the ability to:

- Improved employer–employee communication and trust
- Reduced workplace conflict and misunderstandings
- Higher employee engagement, morale, and retention
- Stronger teamwork and cross-department collaboration
- Enhanced productivity and positive workplace culture



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TRAINING METHODOLOGY

The programme adopts adult learning principles and outcome-based training through:

- Interactive lectures and facilitated discussions
- Practical case studies (local and Malaysian context)
- Role-playing, simulations, and experiential activities
- Group discussions and team-based exercises
- Reflection exercises and guided action planning
- Question-and-answer sessions with the facilitator



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COURSE CONTENT

Day 1: Foundations & Communication

Module 1: Introduction to Employer–Employee Relationships

- Importance of positive workplace relationships
- Link between relationships, productivity, retention, and organisational culture
- Roles and shared responsibilities of employers and employees

Module 2: Understanding Workplace Dynamics

- Organisational culture and behavioural norms
- Trust, respect, and transparency as relationship foundations
- Identifying relationship gaps and workplace challenges

Module 3: Effective Communication Skills

- Verbal, non-verbal, and digital communication in the workplace
- Active listening, empathy, and clarity
- Constructive feedback techniques that build trust

Module 4: Conflict Management & Resolution

- Common types and root causes of workplace conflict
- Conflict resolution models and prevention strategies
- Role-play and simulations for practical application



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Day 2: Engagement, Motivation & Collaboration

Module 5: Employee Motivation & Engagement

- Intrinsic vs extrinsic motivation
- Recognition, rewards, and appreciation practices
- Creating an engaging and psychologically safe work environment

Module 6: Building Team Cohesion & Collaboration

- Trust-building and team cohesion activities
- Cross-functional collaboration strategies
- Malaysian workplace case studies on successful collaboration

Module 7: Leadership & Influence

- Leading by example and role modelling behaviour
- Building credibility, respect, and influence
- Coaching and mentoring for relationship development

Module 8: Action Planning & Implementation

- Individual and team action planning
- Setting measurable and realistic relationship goals
- Group discussion, reflection, and commitment sharing



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Trainer Portfolio: Ms Jegathiswari Seetha Raman (Arularase Baskar) **HRDC Accredited Trainer | NLP Practitioner | Life & Mindset Coach |** **Emotional Intelligence Specialist**

Jegathiswari Seetha Raman is an award-winning professional trainer with over 20 years of experience in corporate training, coaching, and personal development, renowned for her energetic facilitation style and ability to spark deep, lasting transformation. Armed with multiple certifications—including Master NLP Practitioner, Master Emotional Intelligence, Life Purpose Coach, and NLP in Sales & Persuasion—she has empowered thousands to elevate their communication, strengthen emotional resilience, and unlock high-performance mindsets. Her diverse career spans sales leadership, digital marketing, HRDC and Penjana programmes, and specialised coaching for both working professionals and retrenched individuals, giving her a unique blend of behavioural expertise and real-world business insight. A recipient of major industry accolades such as the National Education & Training Excellence Award and the Asia Lifetime Achievement Award in Learning & Development, as well as the author of *The Power of Purpose*, Jegathiswari delivers training rooted in authenticity, empathy, and purpose—helping individuals and organisations transform potential into meaningful, measurable results.

Areas of Expertise

- NLP & Emotional Intelligence
- Communication Mastery
- Leadership & Team Motivation
- Sales Psychology & Humanised Sales
- Mindset & Personal Transformation
- High Emotional Intelligence
- Goal Setting & Purpose-Driven Performance
- Coaching for Behavioural Change

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