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### REGISTRATION FORM

Effective Communications is More Than Just Words

31<sup>st</sup> March 2014, C&S Lecture, TUS Lecture Room, 2<sup>nd</sup> Floor Wisma IEM, PJ

Closing Date : 23<sup>rd</sup> March 2015

No	Name(s)	M'ship No.	Grade	Fee (RM)*
<b>Total Payable</b>				

**\*Fees MUST be fully paid BEFORE the CLOSING DATE. Seats could only be confirmed upon payment.**

Enclosed herewith a crossed cheque No: \_\_\_\_\_ for the sum of RM \_\_\_\_\_ issued in favour of **"The Institution of Engineers, Malaysia"** and crossed 'A/C payee only'. I/We understand that the fee is not refundable if I/We withdraw after my/our application is accepted by the Organising Committee as stated in the **cancellation term**. If I/We fail to attend the seminar, the paid registration fee will not be refunded.

Contact Person: \_\_\_\_\_ Designation: \_\_\_\_\_

Name of Organization: \_\_\_\_\_

Address: \_\_\_\_\_

Telephone No.: \_\_\_\_\_ (O) \_\_\_\_\_ (Fax)

\_\_\_\_\_ (H) \_\_\_\_\_ (HP)

Email: \_\_\_\_\_

Signature & Stamp

Date

Photocopies are acceptable



**The Institution of Engineers, Malaysia**

## 1 Day Course On "Effective Communications is More Than Just Words" By : Wesley Khaw

Organised By: Highway & Transportation Engineering Technical  
Division, IEM

Date : 31<sup>st</sup> March 2015

Venue : C&S Lecture, TUS Lecture Room, 2nd Flr Wisma IEM, Petaling Jaya,

Time : 8.30am – 5.30pm

BEM Approved CPD/PDP Hours: 6 hours  
Ref : IEM15/HQ/O26/C

**LIMITED  
TO 40  
PAX**

	<u>ONLINE</u>	<u>NORMAL</u>
STUDENT MEMBER	150.00	180.00
GRADUATE MEMBER	250.00	300.00
CORPORATE MEMBER	400.00	450.00
NON-IEM MEMBER	550.00	600.00

### IMPORTANT NOTES

- **Closing Date : 23<sup>rd</sup> March 2015**
- For ONLINE REGISTRATIONS, only ONLINE PAYMENT is applicable [via RHB and Maybank2u –Personal Saving & Personal Current ; Credit Card - Visa/Master]
- Payment via CASH / CHEQUE / BANK-IN TRANSMISSION / BANK DRAFT / MONEY ORDER / POSTAL ORDER / LO / WALK -IN will be considered as NORMAL REGISTRATION.
- For online registrations, please note that payment **MUST be made "ONLINE" before the closing date**. If payment is not received and verified within the stipulated time, the registration fee will be reverted to the normal registration fee
- **FULL PAYMENT** must be settled before commencement of the course, otherwise participants will not be allowed to enter the hall. If a place is reserved and the intended participants fail to attend the course, the fee is to be settled in full. If the participant made payment and failed to attend the course, the fee paid is non refundable
- The Organising Committee reserves the right to alter or change the programme due to unforeseen circumstances.

## Synopsis

This 1-day course, filled with activities, helps participants appreciate that good communication is the basis of any successful relationship, be it personal or professional. It's important to recognize, though, that it's our nonverbal communication—our facial expressions, gestures, eye contact, posture, and tone of voice—that convey meanings the most. The ability to understand and use nonverbal communication, or body language, is a powerful tool that can help you connect with others and build better relationships.

The way you listen, look, move, and react tells the other person whether or not you care, if you're being truthful, and how well you're listening. When your nonverbal signals match up with the words you're saying, they increase trust, clarity, and rapport. When they don't, they generate tension, mistrust, and confusion. If you want to become a better communicator, it's important to become more sensitive not only to the body language and nonverbal cues of others, but also to your own.

## Biodata of Speaker

Wesley is a Mechanical Engineering (Hons) degree graduate from the University of Surrey (UK) in 1978. He started his career in 1979 at Singapore Airlines but soon after, he joined Hitachi Consumer Products (M) Sdn. Bhd. as a Production Engineer and served there for about 30 years. For all his immense contribution to his company, he was appointed to the position of Executive Director in 2001 and a member of its Associated Company's Group Board of Directors, a first for a Malaysian employee.

At Hitachi, he headed a Sales and Marketing team to successfully build up its electronic key component sales into a RM 400m /year business, exporting its products to more than 50 countries to become a top 5 supplier in the world.

Due to his senior position in the company, Wesley wears many hats, viewing issues from a widened company perspective, from Procurement to Sales, from Production to Financial systems, and particularly from an HR perspective where he played a leading role in Industrial Relations in a unionized environment. He has also deep experiences in the implementation of drastic management restructuring exercises. For this reason, from his early days in the company, he had already been operating from a top management platform.

In the course of his duties, Wesley was very much engaged with influential business leaders from around the world, and this has given him a rare insight to the workings of the minds, mentality and approach to business of these multi-national leaders. Because of his keen observation, and sometimes humorous approach, he is able to effectively share his vast knowledge of human behavior and how people are motivated to perform better.

Wesley has already successfully conducted and facilitated training in more than 35 public, private and multi-national organisations in Malaysia, Brunei and Singapore, helping thousands of people to better themselves.

## Cancellation Policy

IEM reserves the right to postpone, reschedule, allocate or cancel the course. Full refund if cancellation is received in writing more than 7 days before start date of the event. No cancellation will be accepted prior to the date of the event. However, replacement or substitute may be made at any time with prior notification and substitute will be charged according to membership status

## Effective Communications is More Than Just Words

- Discover how people use and read non-verbal communications to improve relationships.
- Understand how you can influence people with non-verbal Communications.

## Course Objectives

- Demonstrate skills to communicate confidently
- Create and use positive non-verbal behaviours and communication skills
- Develop Listening skills
- Communicate to motivate



No one cares how much you  
**know**  
until they know  
how much  
*you care*

## Course Contents

1. The Basis of Good Communication
  - Give a good Impression
  - Being Observant
  - Attitude
  - Build Trust
  - Build strong relationships
  - Non Verbal Communication
  - It's HOW you say it
  - 6 Forms of Non Verbal Communications
  - Effective Listening
2. Energising
  - Enthusiasm
  - Encouragement
  - Building Confidence in others
  - Giving positive feedback

## Course Benefits

- Learn how to make others like you
- Know how to influence others.
- Understand how to communicate clearly and effectively
- Discover how to generate enthusiasm and good performance through your communication