

About Your Course Facilitator

Fabian Fidelis MBA, CIT

Certified NLP Practitioner (NFNLP) USA

Certified Neuro-Semantics Practitioner (ISNS) USA

Fabian Fidelis is the CEO and Principal Trainer of ProActive Training and Author of the Worldwide Distributed book entitled "The Tao of Talking: The Speakers Tenets Towards Charisma". He is a Certified Trainer with PSMB has over 13 years experience as a senior manager in the Hospitality Industry specializing in Management, Customers Service, Marketing, Management and Creative Thinking and Problems Solving. He has been a Hospitality Management Lecturer with Sunway University College from 1998 to 2005 and has made an impact on thousands of students since the start of his academic career.

Fabian's vast industrial experience on the other hand has enabled him to make an impact in his corporate workshops for the managers and staff of numerous multinationals, local companies as well as government departments. Among them are Mercedes-Benz Malaysia, Maxis Communications Berhad, UMW Toyota Motor Sdn Bhd, Panasonic Malaysia Sdn, Bhd. Kuala Lumpur Convention Centre, Ericsson, Sunway Group, Golden Hope Berhad, CIMB Bank, MOL.com Berhad, Ministry of Education, Radio Television Malaysia and many SMEs.

Fabian holds a Masters Degree in Business Administration from Ecole Superieure de Gestion, Paris (Paris Graduate School of Management) a renowned business school in France. He is also a Certified Practitioner of Neuro-Semantics from the International Society of Neuro-Semantics, USA (ISNS) and Certified Practitioner of NLP by the National Federation of NeuroLinguistic Programming, USA (NFNLP)

He has been appointed to be an Assessor for the Doctors and Medical Officers in the area of Teambuilding for the Ministry of Health and regularly runs programmes for them. He also was appointed as Managing Change Trainer to conduct Change Management programmes for the executives and managers of Maybank Fortis (now Etiqa) which successfully concluded their merger process. He also lectures to Hotel General Managers and Senior Hospitality Managers taking their MBA with the Tourism Institute of Australia.

Over 20000 participants have benefited from his lectures, workshops and training programmes



ProActive Training
Inspiring Excellence



A ProActive Training
Experience

Wisma ProActive

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ProActive Training
Inspiring Excellence



E.Com!

Essential Communication
Skills

**A ProActive Training
Experience**

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E.Com!

Communicate Well.

Interpersonal Relations Excel!

Impactful communications are vital skills for all professionals in any industry. Communicating to another person requires an understanding of one's personality and the personality of the other person. Also, by using the power of physical projection based on the rules of body language, one can influence the other person to have a positive impression of him/her. Moreover, this workshop also covers the effects of power posturing in verbal communication and also the inner qualities for interpersonal interaction based on the principles of personal and professional integrity.



This workshop is to inculcate into each participant through the importance of effective communication which includes verbal and non-verbal communication. Participants will learn the core aspects of what how to groom better, understand self and others better through understanding personality and key elements of what makes a successful communicator using Neuro Linguistic Programming (NLP) Technologies.. Participants will also be exposed to key elements in communication for success. At the end of the workshop, participants shall hold in their hands specific skills, concepts and experiences that can propel them forward professionally

E.Com! Essential Communication Skills

A 3-Day Programme for a maximum number of 24 participants.

Outcome

- To understand the essential features and impact of grooming on Communication.
- Better understand their own personality and the personality of others especially to better communicate with co-workers, customers and their social circle.
- To have an upper hand in building rapport using NLP technologies
- Manage your mindset and think on a paradigm thus having a clearer and less stressful pathway in life especially when dealing with people.
- To be able to translate the working knowledge of personality to improve communication and manage self as well as others better.
- To master the skills of reading body language

Indicative Content

- Understanding Communication Skills
- Professional Projections and Grooming
- Personality Profiling and Balancing
- Body Language Mastery
- Rapport Building
- Presentation Communication

Who Should Attend

- Managers
- Executives
- Counsellors
- Sales Professionals
- Parents

Customized Training Programme

All our training programme can be developed into customized programmes to meet the needs of your organization effectiveness of speechmaking will come with practice. The participant will be given advice as to where to get added practice and how practice makes perfect

Accolades

"3 days well spent on this course which is full of knowledge and practical in its implementation, both in our daily routine job and our personal life. Makes us understand others more and gives us confidence to do our job" -

- Mohd Yazid. Ancasa Hotels and Resorts

"You have been enthusiastic throughout the whole session. Great job and thank you!"

- Janice See, Jardin Group