

# SURROUNDED BY COMMUNICATORS

**CONFIRMED**

**23 April 2025 (Wednesday), 9.00 am – 5.00 pm**  
**Eastern & Oriental (E&O) Hotel, Penang**

## Overview:

**Do you ever hesitate before speaking up? Feel nervous when talking to new people? Struggle to express your ideas with confidence?** In today's fast-paced world, the ability to communicate **clearly, confidently, and persuasively** is a game-changer. Whether you are speaking to colleagues, clients, superiors, or even strangers, **how** you say something matters just as much as **what** you say.

This **highly interactive** training is designed to **boost your self-esteem and transform the way you communicate**—helping you break through self-doubt, express yourself with clarity, and leave a lasting impact in every conversation.

☀ **What makes this program unique?** You will not just learn techniques—you will **apply them in real life!** Step outside your comfort zone and take on a **Confidence Challenge**, where you will engage with strangers to complete fun and meaningful communication tasks. This hands-on experience will give you **instant feedback, real-world practice, and a major confidence boost!**

## Who Should Attend:

This program is designed for anyone who wants to communicate with greater confidence and impact, regardless of their role or background. It is especially beneficial for:

- ✓ Professionals & Executives – Who need to express ideas clearly, influence stakeholders, and build stronger workplace relationships.
- ✓ Supervisors & Managers – Who want to communicate assertively with their teams, peers, and senior leaders.
- ✓ Customer-Facing Roles – Sales, customer service, and business development professionals who need to engage and persuade different audiences.
- ✓ Entrepreneurs & Business Owners – Who want to pitch ideas, network effectively, and gain trust with clients.
- ✓ Anyone Looking to Boost Self-Confidence – Individuals who struggle with nervousness, social anxiety, or self-doubt when speaking to others, whether in personal or professional settings.

## Learning Outcomes:

Upon completion of program, participants will be able to:

- ✓ Develop self-esteem and confidence to communicate with ease;
- ✓ Overcome self-doubt and speak with clarity and impact;
- ✓ Apply effective communication techniques for various interactions;
- ✓ Use verbal and non-verbal skills to influence and engage people; and
- ✓ Step out of their comfort zone by applying skills in a real-life social challenge.

**HRD Corp Claimable Course\***

**Inclusive Real-Life Mission -  
Confidence Challenge**

## Methodology:

This practical workshop will have a combination of slide presentations, exercises, group discussion and **Real-Life Mission - Confidence Challenge**.

**Closing date for registration:  
11 April 2025**

**PUBLIC PROGRAM**

**flexiEdge Training PLT**  
Suite 034, Ground Floor,  
Kompleks Eureka, USM,  
Jalan Sungai Dua,  
11800 Gelugor, Penang.  
Tel/ Fax: 604-656 7488

Program Outline	
Day 1:	
9.00am	Registration Welcome to the program
9.15am	<b>Module 1: The Power of Self-Confidence in Communication</b> <ul style="list-style-type: none"> <li>Understanding self-esteem and communication connection</li> <li>Identifying fears and barriers to confident conversations</li> <li>The Role of Attitudes, Values, and Perceptions in Communication</li> <li>Exercise: "Who Are You?" – Self-reflection and sharing activity</li> </ul>
10.15am	Morning coffee break
10.30am	<b>Module 2: Mastering Verbal and Non-Verbal Impact</b> <ul style="list-style-type: none"> <li>The Power of Voice: Tone, Pitch, and Projection</li> <li>Effective Body Language: Posture, Gestures &amp; Eye Contact</li> <li>Power Words &amp; Phrases for Confident Speaking</li> <li>Interactive Activity: "Speak Like a Leader" – Practicing assertiveness with partners</li> </ul>
12.00pm	Lunch
1.00pm	<b>Module 3: Real-Life Mission – Confidence Challenge</b> 🌟 <b>Mission:</b> Participants will be sent out in pairs/small groups with specific communication challenges. <b>Tasks Include:</b> <ul style="list-style-type: none"> <li>✓ Give and Receive Compliments</li> <li>✓ Confidence Icebreaker</li> <li>✓ Persuasion Practice</li> <li>✓ Storytelling with Impact</li> </ul> 🚀 <b>Goal:</b> Overcome fear of social interactions, apply confident communication, and receive feedback on real-life engagement
3.00pm	Afternoon coffee break
3.15pm	<b>Module 4: Winning with People and Lasting Impressions</b> <ul style="list-style-type: none"> <li>Handling nervousness and self-doubt</li> <li>Building rapport and creating meaningful connections</li> <li>Personal Action Plan for continuous growth</li> </ul>
5.00pm	Training Evaluation Program ends for Day 1

Course Leader
<p><b>Mr Tang Hong Leng, Chris</b> believes his success is measured by his clients' accomplishments and take a holistic approach to working with people, believing that fitness, nutrition, and positive attitude in achieving results and goals. He is a certified international training professional with diverse work background and has more than 19 years of experience in Services, Communication &amp; People Development, Technical Consultant and Marketing with practical know-how in providing excellent customer experiences.</p> <p>Anyone who is familiar with Chris knows that training is not just another job for him- it is his passion. He packs his training with rich results-oriented content, engaging activities, and humor. Chris is known for communicating with zest and positive energy that is highly contagious. He can relate with his audience well, by using current and relevant examples. He has given many training workshops and teambuilding throughout the country professionally and for charity. He was awarded the Business Process Improvement Award also known as Six Sigma (<i>Led the team by improving the processes and resources which saved the organization more than USD150,000 via implementing projects and initiatives</i>), a Microsoft Certified Trainer in supporting various operating systems and granted the Most Outstanding Consultant during his employment with esteemed organizations including Dell Global Business Center.</p> <p>As a Master Trainer, he delivered numerous onsite "Train the Trainer" programs and video sessions with participants from <i>America, Latin America, Europe</i> and different regions like Asia Pacific, Australia, New Zealand</p>

*\*Please note that this is a **Public** program. According to HRD Corp Guidelines, for **Public** program, up until **maximum of nine (9) registered participants** per employer are allowable for training grant claim under HRD Corp Claimable Courses.*

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11 April 2025**

**flexiEdge Training PLT**  
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Kompleks Eureka, USM,  
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11800 Gelugor, Penang.  
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during his employment with Dell Global Business Center. His programs are aimed to make a difference, and the techniques he imparts are designed for immediate application once participants returned to work. Chris' personalized touch and approachable ways make him a truly inspiring resource professional with a determination to see his participants rise above their potential.

Chris is a certified Practitioner of Neuro-Linguistic Programming (NLP). His specialty is in Communication, Soft Skills, Team building, identifying training needs, changing mind sets and he has facilitated training & team building programs with a wide range of organizations in the region: OSRAM, Intel, Siam Cement Group, Seagate, BBraun, AVAGO, Broadcom, Infineon, Celestica, Western Digital, Inari, Dongwha, Milrin, CPI, eASIC, Federal Packages, Transocean, Hotel Continental, NEC, Honeywell, NU Skin, Dell, and many others.

### Highlights

- ✓ Business Process Improvement Green Belt Award (Six Sigma)
- ✓ Certified NLP Practitioner – National Federation of NLP, USA.
- ✓ Certified Coaching and Mentoring Professional (CCMP) which is approved by the International Coach Federation (ICF), the world's most recognized professional coaching body.
- ✓ Associate Certified Coach (ACC) of International Coach Federation (ICF).
- ✓ Certified Trainer for Human Resource Development Council (PSMB), Malaysia.
- ✓ Master Trainer certifying Dell worldwide product trainers;
- ✓ Awarded the Best Customer Experience Consultant from Dell Global Business Center

### Investment / Participation Fees

**RM 972.00 (inclusive 8% SST) per participant**

### REGISTRATION FORM



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**23 April 2025 (Wednesday), 9.00 am – 5.00 pm**  
**Eastern & Oriental (E&O) Hotel, Penang**

**CONFIRMED**

No.	Name of Participant(s)	NRIC No.	*Self-Sponsored? (please tick ✓)	Vegetarian? (please tick ✓)
1				
2				
3				
4				
5				
6				

### Registration Submitted By:

Company Name:

Company Address:

Contact Person:

Designation:

Tel:

Fax:

Email:

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**Registration Process & Payment Method:**

- (1) Please note that this program is registered under **HRD Corp Claimable Course (SBL-Khas)**. **Participation fees will be deducted from employer's HRD Corp account and paid directly to flexiEdge Training PLT.**
- (2) Employer/ Company to fill up and complete the registration form and email to Ms. Felicia Tham/ Mr. Quah Eng Siang of flexiEdge Training PLT at [administrator@flexiedge.com.my](mailto:administrator@flexiedge.com.my)
- (3) flexiEdge Training PLT will email the confirmation notification to Employer/Company.
- (4) Employer/Company needs to submit training grant application to HRD Corp before program date commencement. Once approved by HRD Corp, Employer/Company to email the approved training grant application number to flexiEdge Training PLT, to be included into the JD/14 form (Joint Declaration Form).
- (5) Employer/ Company and flexiEdge Training PLT to sign and stamp the JD/14 form and return to flexiEdge Training PLT for claim submission purpose.

**For Self-Sponsored Participants\*:**

Enclosed herewith Cheque/ Bank Draft (No. \_\_\_\_\_) amounting to RM\_\_\_\_\_ for ( ) participant(s), crossed and made payable to "**flexiEdge Training PLT**" OR Bank in / IBG transfer to our CIMB Bank A/C No.: 800 794 3431 and email us the bank in/ transaction slip/ payment advice.

**\*For self-sponsored participant(s), registration will only be confirmed if full payment is received before commencement of program.**

**Kindly send your completed registration form through email to Ms. Felicia Tham/ Mr. Quah Eng Siang at [administrator@flexiedge.com.my](mailto:administrator@flexiedge.com.my)**

**For further enquiry, please contact Ms. Felicia Tham/ Mr. Quah Eng Siang of flexiEdge Training PLT at Tel: 04-656 7488/ 012-479 8377/ 013-588 3355**

**Terms and Conditions**

1. Registration/ Participation fees are inclusive of hard copy program materials, refreshments, lunch and certificate of attendance.
2. Program confirmation will be given through email before the program date.
3. (a) Cancellation / notice of withdrawal must be given in writing (email) to us before program confirmation, no fee shall be charged.  
(b) No cancellation is allowed once our program confirmation is emailed to you. However, **if registered participant is unable to attend, only replacement from the same company is allowed. Participant(s) who registered but does not turn up on training day(s) shall be fully billed. No refund if participant/ replacement does not turn up on the training day(s).**
4. flexiEdge Training PLT has the right to change the dates, time, venue, course leader or cancel the scheduled training due to unforeseen circumstances beyond its control.

Visit us at [www.flexiedge.com.my](http://www.flexiedge.com.my)