

HOTELS COMMUNICATION MASTERCLASS



Award-winning John C. Maxwell
teaches you his techniques to
connect beyond borders.

COURSE DETAILS



Only one thing stands between you and success. It isn't experience. It isn't talent. It's the ability to connect.

Leadership Guru John C Maxwell has spent his entire adult professional life mastering and teaching leadership and communication skills. Through this course taught by a Maxwell Leadership coach based on his best selling book Everyone Communicates Few Connect, you will learn the secrets to communicating beyond words, connecting on a deeper level and achieving success in all you do.

Instructor(s): **Coach Jasmine Leong**

Category: **Hotel, Communication**

HRDC Code: **10001161251**

2023 INTAKES

11 April (L1), 17 May (L2),
13 June (L3)

DURATION

1 day (8 hours)
for each level

FEES

RM200 *Enrolment Fee*
+

Course Fees

RM450 (L1-Level 1)

RM500 (L2-Level 2)

RM550 (L3-Level 3)

~~RM1,500~~ (Package)

NEW
RM1,350



MASTERCLASS

MAXWELL
LEADERSHIP

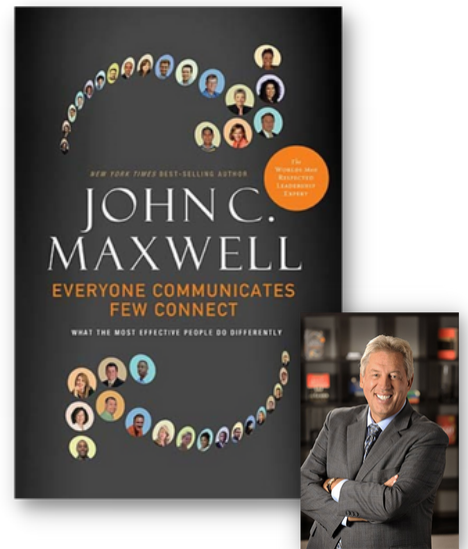
HOW TO COMMUNICATE WITH CUSTOMERS BEYOND WORDS

HRDC Code: 10001161251

The Art of Communication in Service & Hospitality

The **Hospitality Industry** depends on the team's ability to connect with guests from all over the globe, with different cultures, expectations and language.

Participants will learn **how to communicate beyond borders and break down any barrier and be able to connect on any level.**



LESSON PLAN

1. Understanding Communication
2. Communicating in Colours
3. It's All About Others
4. Going Beyond Words
5. Managing Energy and Emotions
6. Finding Common Ground
7. Keeping it Simple
8. Having Difficult Conversations
9. More Skill Than Natural Talent
10. Communicating to Inspire

Certificate: Yes



SIGN UP NOW

