

# EFFECTIVE DELIVERY SKILLS FOR MANAGERS COURSE



National Institute of Valuation (INSPEN)  
Valuation and Property Services  
Department

Ministry of Finance Malaysia,  
Persiaran INSPEN  
43000 Kajang, Selangor  
Telephone No. : 03-89118800 / 8888  
Fax No. : 03 - 89258100 (Director Office) /  
03-89223891 / 03-89257219 (Training)

**DATE : 26 – 29 JULY 2021**

**CLOSING DATE: 12 JULY 2021**



Building A Learning Organization

## OBJECTIVE

At the end of the training programme, participants will be able to communicate in English confidently

## CONTENTS

- Asking For and Giving Information
- Dictionary Skills
- Pronounce Activities
- Making Small Talk
- Telephone Conversations
- Verbal, Non-Verbal and Body Language
- Effective Speaking Skills

## METHODOLOGIES

- Lecture
- Role Play
- Group Exercise
- Video

## DURATION

Four (4) days

## TARGET GROUPS

- Valuation Officers of Grade W41 – W44 in Valuation and Property Services Department
- Assistant Valuation Officers of Grade W29 - W40 in Valuation and Property Services Department
- Officers of Grade 29 – 44 in government departments/ agencies/ statutory/ bodies

## APPLICATION

Application for this programme must be made through the head of the respective department via on-line through the website <http://www.inspen.gov.my> or <http://myapps.inspen.gov.my/spml/portalApp/loginForm.jsp>

## REGISTRATION FEE

RM 25.00

## CERTIFICATE

Certificate will only be issued to participants who fulfill attendance of 100%

## ENQUIRIES

Enquiries may be made direct to INSPEN at 03-8911 8800 or fax 03-8925 7219 or email to the following officer/ staff:

- Mr. Khairul Anuar bin Abdul Rahim  
Ext.1172 / email : [khairulanuar@inspen.gov.my](mailto:khairulanuar@inspen.gov.my)
- Mrs. Hidayati Sima binti Ismail  
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