



# TEAM READINESS & COMMUNICATION SKILLS ACCELERATOR

Mastering Influence, Clarity & Connection

20-21 May 2026 | Sheraton Imperial Hotel Kuala Lumpur

Discover the power of communication in this transformative workshop where participants learn to navigate complex workplace dynamics and build stronger relationships. Learn to lead with clarity, handle challenges, and foster a culture of openness and trust. Strengthening your communication abilities will empower you to inspire your team, resolve issues, and cultivate meaningful connections that propel your organization forward.

**Lucy McFadyen** is Malaysia's communication expert and the Managing Director of Golden Space Institute with over 15 years of extensive hands-on corporate exposure with multinationals across Asia Pacific. Her stints moulded her into a rare breed of consultant who can effortlessly synthesise the business need and design and develop a solutions to achieve customer and business transformation. Her recent clients include: Berjaya University College, ERL Sdn Bhd, SP Setia Berhad, Accenture, KPMG, Sapura Berhad, Alliance Bank, AXA General Insurance, AXA Affin, Allianz General Insurance, Scania, Novartis to name a few

## *By the end of the course, participants will:*

1. **Master Leadership Communication** - Develop persuasive leadership communication to motivate, influence, & engage teams. Learn to tailor messages for frontline staff and executives, for clarity & impact.
2. **Enhance Active Listening & Feedback** - Improve active listening and feedback delivery using the SBI model to foster open communication, trust, and continuous team development, reducing misunderstandings & increasing productivity.
3. **Strengthen Client Communication** - Master client engagement techniques, including effective questioning, clear messaging, dealing with an angry customer and professional email writing, ensuring customer satisfaction.
4. **Develop Conflict Resolution Skills** - Apply Conflict Resolution Framework to mediate disputes, foster collaboration, and turn conflicts into productive conversations, strengthening teamwork.
5. **Build a United and Motivated Team** - Utilize Motivating Language Theory (MLT) to inspire, gain buy-in, & lead change, creating a culture of engagement, clarity, and shared purpose in organizations.
6. **Apply Communication in Real-World Scenarios** - Engage in hands-on simulations, case studies, & role-play to develop practical communication skills for immediate application to workplace challenges.

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