

NO.	ITEM	COURSE INFORMATION
1.	Course Title :	Conversational Skills
2.	Certification Level :	Certificate of Attendance
3.	Course Objectives :	<ul style="list-style-type: none"> • Start, develop, and end a conversation with anyone anywhere, anytime. • Select safe topics of conversation • Learn the art of active listening
4.	Course Content : (Please attach)	The assignments are varied and challenging and are designed to allow the participant to explore and practice “Small Talk” in different situations and break the ice. Participants will be assessed on how they handle different situations encountered in real life.
5.	Course Duration :	2 days
6.	Total Training Hours :	14
7.	Course Methodology :	Presentations, discussions, demonstrations, and hands on sessions.
8.	Trainer/ Speaker :	<p>Mr. Vincent Nathan</p> <p>Mr. Vincent Nathan obtained his Masters in Education from the Asia-e-University in 2012 and has been an English Lecturer for the last 7 years. He commenced teaching English at the Berlitz English Institute and then moved to ELS Language Centre before joining UMCCed four years ago.</p> <p>His working career began in 1972, joining Malaysia Airlines as a Reservations/Ticketing clerk, moving up the ranks to become a certified trainer for the airline.. He has trained local and international staff of the airline for the last 25 years of his career in the airline.</p>
9.	Target Participants :	Anyone from school, college, university or the general public who want to learn basic conversation skills.
10.	Expected No. of Participant :	15-20
11.	Commencement Date :	May 2016

12.	Course Location :	UMCCed, Plaza Pantai
13.	Fee	RM 750.00