



MASTER COMMUNICATION: LOGICALLY, EMPATHICALLY & RESPONSIVELY (CLEAR)

May 13-14, 2026 (Wednesday-Thursday) 8.45 am – 5.00 pm FMM Institute, Perak

This 2-day immersive communication training designed to help professionals communicate with precision, emotional intelligence, and adaptability. Using the CLEAR Communication Framework, participants will learn how to express ideas logically, listen empathetically, and respond with clarity, even in fast-paced, high-pressure environments.

This training focuses on real-world communication; how to structure messages that make sense, connect with people through empathy, and respond thoughtfully instead of reactively. Through practical exercises, interactive discussions, and scenario-based simulations, participants will master the art of being clear, calm, and convincing in any conversation; whether they're leading teams, handling customers, or collaborating with peers.

COURSE CONTENTS

DAY 1 : BUILDING THE LOGIC AND EMPATHY IN COMMUNICATION

Introduction & Ice Breaking

- Welcome & Objectives
- Trainer's introduction and brief background.
- Overview of the training objectives, agenda, and expected outcomes.
- Brief discussion: When you hear the phrase 'clear communication,' what comes to your mind?

Module 1: Introduction to the CLEAR Framework

- The meaning of "CLEAR": Communicate Logically, Empathically & Responsively
- Why clarity is the foundation of effective communication
- Common causes of miscommunication in the workplace
- The balance between logic, empathy, and responsiveness
- How CLEAR communication impacts relationships, teamwork, and service quality

Module 2: Logical Communication and Message Structuring

- The importance of structure in effective communication
- Organizing ideas before speaking or writing
- The "Point-Reason-Action" model for clarity
- Avoiding information overload and confusion
- Using transition words and tone to maintain flow and logic

Module 3: Communicating with Empathy and Awareness

- What empathy looks and sounds like in professional communication
- Reading verbal and non-verbal cues to understand others better
- Showing understanding without overpromising or taking sides
- Balancing empathy with professionalism and objectivity
- How empathy builds collaboration and trust in teams or with customers

Module 4: Building Trust and Connection through Listening

- The difference between hearing and active listening
- Common habits that block true understanding
- Techniques for reflective listening and paraphrasing
- Listening for tone, emotion, and unspoken meaning
- How attentive listening builds trust and respect

DAY 2: APPLYING THE CLEAR FRAMEWORK IN REAL COMMUNICATION

Module 5: Responsive Communication in Real-Time Situations

- Understanding the difference between reacting and responding
- Staying calm and composed during emotional or stressful exchanges
- Matching tone and pace to maintain balance in communication
- The "Pause-Process-Respond" technique for quick thinking
- Using questions to clarify before replying

Module 6: Communicating Under Pressure or Conflict

- Common communication breakdowns during conflict
- Managing emotional triggers; staying calm under stress
- Language that reduces defensiveness and tension
- How to refocus discussions from blame to resolution
- Turning conflict into collaboration through respectful dialogue.

Module 7: Clarity in Feedback and Difficult Conversations

- The role of clarity and timing in effective feedback
- How to give feedback that encourages improvement, not defensiveness
- Structuring difficult conversations using the "Fact-Feeling-Future" model
- Maintaining respect even when the message is firm
- Receiving feedback with openness and emotional control

Module 8: Integrating the CLEAR Framework for Continuous Impact

- Reviewing the CLEAR model: Communicate Logically, Empathically & Responsively
- Identifying personal communication strengths and blind spots
- How to make CLEAR habits stick in meetings, emails, and conversations
- Setting communication improvement goals
- Maintaining consistency and accountability after the training

WHO SHOULD ATTEND

Managers, supervisors, emerging leaders, customer-facing professionals, HR personnel, and team members who require clear, empathetic, and effective communication skills, particularly in fast-paced or high-pressure environments.

TRAINING METHODOLOGY

Hands-on, interactive, real-world practice scenarios

OBJECTIVES

By the end of this training, participants will be able to:

- Apply the CLEAR Communication Framework to communicate clearly, logically, and concisely.
- Demonstrate empathetic listening and respond thoughtfully in varied communication situations.
- Adapt communication styles to different personalities, contexts, and challenges.
- Handle feedback, conflict, and difficult conversations with confidence and respect.
- Build trust, credibility, and a culture of open, respectful workplace communication.

TRAINER

Ms Jennifer Jeyashri Anthony Alex, professionally known as Jenny Shree Anthony, is an NLP Coach and HRD Corp Certified Trainer with over 10 years of experience in language coaching and corporate training. She is currently pursuing a PhD in English Language Studies at the National University of Malaysia, where she also completed her Bachelor's and Master's degrees in English Literature under full government scholarships.

Ms Jenny specializes in NLP-based corporate training, delivering high-impact programs in communication skills, emotional intelligence, stress management, and goal setting. Her engaging, results-driven approach has empowered professionals from organizations such as Willowglen MSC Berhad and Petroseis Survey Sdn Bhd. Known for her approachable style and transformational outcomes, she is a trusted partner in personal and professional development.

COURSE DETAILS

Date **May 13-14, 2026 (Wednesday-Thursday)**
Time **8.45am - 5.00pm**
Venue **FMM Institute Perak**
No 1, Lorong Raja DiHilir, 30350 Ipoh, Perak
Medium of Instruction **English**
CPD **14 hours**
Fees **Members RM1,134.00/pax**
 Non-Members RM1,296.00/pax
(Fees inclusive of Service Tax at 8%, Course Materials, Refreshment, Lunch and Certificate of Attendance)

ADMINISTRATIVE DETAILS

HRD CORP CLAIMABLE COURSE DETAILS

- Training Provider: **FMM Institute Perak** ■ MyCoID : **475427W_PERAK**
- HRD Corp Programme No: **Provided upon confirmation**

DISCLAIMER

The FMM Institute reserves the right to change the facilitator, date and to vary / cancel the course should unavoidable circumstances arise. All efforts will be taken to inform participants of the changes.

REGISTRATION

- Upon **Faxing/Mailing** the completed **Registration Form** to FMM Institute, you are **deemed** to have read and **accepted** the terms and conditions. The **course** would also be **deemed** as **confirmed** unless informed otherwise.
- Will be based on First-Come-First served basis.

PAYMENT

- **Cheques** made in favour of "**FMM Institute**" should be forwarded to FMM Institute Perak.
- For **HRD Corp Claimable Course**, an **Attendance of 100%** is a **must**, in any case, **employers will be billed in full**.
- FMM Institute SST Registration No. **W10-1901-32000105**
- FMM Institute TIN No. **C10626805080**

CANCELLATION

Must be in Writing with Reasons ■ 7 days before the course – No payment charged ■ 3 – 6 days before the course - 50% payment charged ■ < 3 days before the course – Full payment charged ■ Participants who did not turn-up will be charged full payment ■ Replacements can be accepted at no additional cost.

Closing Date: MAY 6, 2026

~ Registration Form ~

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FMM Institute
No 1, Lorong Raja DiHilir, 30350 Ipoh, Perak

Fax: 05-5488221

Dear Sir / Madam, please register the following participant(s) for the above programme.

1.	Name		Designation	
			HP No	
	NRIC		Email	
2.	Name		Designation	
			HP No	
	NRIC		Email	
3.	Name		Designation	
			HP No	
	NRIC		Email	

(Please attach a separate list if space is insufficient)

We hereby confirmed that *(Please tick (✓) in appropriate box):-*

- We **will be claiming from HRD Corp** and full payment would made to FMM Institute in the event that no disbursement from HRD Corp under any circumstances
- We will **NOT BE CLAIMING from HRD Corp**. Enclosed cheque/bank draft No _____ for RM _____ being payment for _____ participant(s) made in favour of the "**FMM Institute**".

Submitted by:

Name:	Designation:		
Company:	Tel:	Fax:	
Address:			
Email:	FMM Membership No		