Mr Steve Muhs

Before beginning his teaching career, Steve worked for one of the oldest and most established brokerage houses in Canada. His role within the company was that of regulatory compliance and education. After realizing his true passion was in education he decided to change his career path and focus more on teaching and training. This brought him to Malaysia 12 years ago, and he has worked within all areas of education here ever since. In this time, he has been involved in instruction, training and curriculum development within the education community and the corporate world.

Steve is an enthusiastic and dedicated trainer who operates an active learning environment and always keeps his students amused and challenged. He thrives on challenges and is always looking for ways to engage and affect his audience. With over 15 years of public speaking experience, Steve has a very acute understanding of what is required in order to get ideas across clearly and in an engaging manner. He regularly participates in or leads workshops and training sessions, often giving presentations to upwards of 2000 participants.

Steve is a member of the global community and as such has enjoyed the opportunity to work with and train people from over 30 different countries. During the past 6 years Steve has had the privilege of working with many multi-national organizations, such as Dell, HP, Intel, PETRONAS, GM, Kia, Philips, TRW and many more.

Steve is an excellent communicator and has enjoyed working with a variety of organizations throughout Asia, designing and facilitating courses that have cooperatively met their objectives with great success.

Module One: Communicating with ourselves
- What kind of communicator am I?
  - The importance of self-awareness
- Defining our communication approach
- How am I perceived by others?
  - Five key questions to self-analysis
- Communicating goals to ourselves

Module Two: Skilful communication starts with skilful listening
- Avoiding assumptions
- The open minded listener
- Essentials to becoming an assertive listener
- Become mindful of body language
- What are they not saying?
  - Learning to read between the lines

Module Three: Communicating ideas and actions with skill
- The value in being specific
- You can become adaptable in your delivery
- The importance of communicating to individuals, not groups

Module Four: Communicating our feelings
- Establishing a rapport with others
- Building trust
- Using skilful inquiry to know how others feel
- Replacing ego with empathy

Module Five: Communication targets
- Preparing to set realistic goals for skilful communication
- Keys to successfully reaching your goals

Registration fees
CIMA students: RM300 (RM200 fee deduction via your CIMA Student Card)
CIMA members: RM500 (RM300 fee deduction via your CGMA Card)
Non members: RM600

Registration starts at 8.30am
Fee is inclusive of course materials, tea breaks and lunch.
Payment details: cheque payable to CIMA SE Asia Sdn Bhd

Register your seat with us by 14 October 2014, subject to availability of seats.
Kindly remember to bring your CGMA card in order to enjoy the fee deduction.

Registration enquiries
Please forward all enquiries and registrations to:
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T: 03 77 230 256
F: 03 77 230 231
E: jenny.teoh@cimaglobal.com

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SBL claimable, subject to approval.