HR Management · HR338

Professional Communication Skills for HR Coordinators

Kuala Lumpur · 21 - 25 Dec 2026

Date **21 - 25 Dec 2026**	Venue **Kuala Lumpur**	Duration **1 Week**
Fee **£5,000 GBP**	Ref **HR338**	Language **English**

Introduction

As the first point of contact for many employees and stakeholders, HR Coordinators must master professional communication to ensure smooth operations and positive workplace relationships. This interactive course provides participants with the tools and techniques to improve verbal, written, and interpersonal communication specifically within the HR context. It covers everything from handling sensitive issues to drafting clear HR emails, managing inquiries, and supporting team collaboration with confidence and professionalism.

Course Objectives of Professional Communication Skills for HR Coordinators

Upon completing this programme, participants will be able to:

- Communicate HR policies, updates, and procedures with clarity
- Handle sensitive or confidential conversations professionally
- Respond effectively to employee inquiries and complaints
- Improve written communication including emails, memos, and reports
- Collaborate and coordinate smoothly with internal departments and external partners
- Apply active listening and empathy in challenging conversations

Course Methodology of Professional Communication Skills for HR Coordinators

- Lectures and Expert Insights: Leading industry experts will share their insights and best practices.
- Case Studies: Analyse real-world talent acquisition challenges and solutions.
- Group Discussions: Engage in meaningful discussions and share experiences with peers.
- Role-Playing and Simulations: Practice recruitment scenarios to enhance skills.
- Hands-on Workshops: Gain practical experience in using recruitment tools and techniques.

Organisational Impact of Professional Communication Skills for HR Coordinators

This training programme will have a positive impact on organisations by:

- Improved internal communication within the HR department and across teams
- More effective resolution of HR-related concerns and inquiries
- Professional representation of HR to employees and stakeholders
- Stronger employee trust and engagement through clear and empathetic communication

Personal Impact of Professional Communication Skills for HR Coordinators

Participants will experience personal growth and development, including:

- Enhanced ability to communicate under pressure
- Improved confidence in delivering messages clearly and professionally
- Stronger interpersonal and listening skills
- Mastery of written communication for HR contexts
- Readiness to manage conflicts and sensitive discussions tactfully

Who Should Attend

This training programme is ideal for:

- HR Coordinators and Assistants
- Administrative professionals in HR functions
- Junior HR officers or generalists
- Professionals moving into HR support roles

Course Outlines

Day 1

Foundations of Professional HR Communication

- The importance of effective communication in HR roles
- Barriers to communication and how to overcome them
- Verbal vs. non-verbal communication in workplace settings
- Adapting communication styles to different audiences

Day 2

Writing with Clarity and Purpose

- HR-specific writing: emails, memos, letters, and forms
- Grammar, tone, and language in formal communication
- Structuring messages for clarity and action
- Templates and examples for common HR scenarios

Day 3

Handling Employee Interactions Professionally

- Managing inquiries, complaints, and requests

- Using empathy and neutrality in conversations
- Responding to difficult questions without overstepping
- Handling emotional or sensitive topics with care

Day 4

Communicating Policies, Procedures, and Changes

- Explaining HR policies clearly and consistently
- Supporting change management through effective messaging
- Conducting briefings and small-group HR meetings
- Managing expectations and avoiding miscommunication

Day 5

Conflict Management and Constructive Conversations

- Identifying the sources of communication-based conflict
- Conflict resolution techniques for HR support roles
- Giving constructive feedback and de-escalating tension
- Real-world HR communication simulations

Register or ask about this course online

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