

The Power of Effective Communication & Interpersonal Skills for Professional

2 Day Highly Interactive Workshop

“A foundation for long lasting success.”

Suitable for

Managers, Head of Department, Supervisors, Executives and anyone who want to master time so as to get everything moving on a normal pace; anyone who find themselves struggling in managing their time and who is already in stress or at the moment building up their stress level due to overloaded tasks and work.

Course Description

In today's competitive business world and difficult economy, lucid, effective communication is more essential than ever before. It is the foundation on which companies and careers are built and a crucial component of lasting success.

Whether it's a face-to-face conversation or a professionally written e-mail exchange, a meaningful message entails establishing a connection that leaves a powerful impression.

Course Objectives

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

- Describe the importance of communication and how it affects business results.
- Learn how to use communication strategies to enhance self-esteem of employees and motivate them to take on new challenges and manage change effectively.
- Acquire the skills on how to ask the right questions to gather information and to check whether your message has been understood.
- Create a win-win situation by applying human relationship principles when dealing with customers, staff, colleagues and supervisors.

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Course Content

Module 1: The Power Of Communication

- What is communication?
- What is interpersonal communication?
- The four outcomes in any relationship
- Challenges to communication
- Barriers to communication
- Functions of Communication process
- Identifying common communication problems at work
- Group assignment and de-briefing

Module 2: Seek To Understand & Ask The Right Questions

- Define listening
- Barriers to listening
- Techniques to become an effective listener
- Levels of listening :Ignoring, Selective, Pretend, Attentive , Empathic)
- Why asking the right question is important for effective oral communication?
- 5 essential types of questions
- Role-play applying all the types of question at work environment
- De-briefing

Module 3: Communication Techniques To Sustain And Improve Results

- The power of words
- 4 types of people
- Defining words
- Neutral words & Action words
- Make your words precise, powerful and memorable
- Understand human self-esteem
- 3 communication techniques related to human self esteem
 - Maintain and enhance self-esteem
 - Listen and respond with empathy
 - Ask for help and encourage involvement
- Role play practice using 3 communication techniques

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Module 4: Maintaining & Enhancing Relationships at the workplace

- Personality vs character
- 4 types of personality
- Taking responsibility for interpersonal relationships
- Strengths & weaknesses of each personality
- Managing different personalities
- Identify your personality profile
- 4 outcomes of a relationship
- How to create win-win situations

Module 5: Conflict Management

- Define conflict
- Types of conflict
- Conflict intervention strategies
- Expanding your circle of influence
- Increase your deposit to nurture & maintain relationship

Methodology

This course will be conducted via group interaction, individual exercise, case studies, role-play, lectures and video/ films.

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