EFFECTIVE COMMUNICATION SKILLS

(To improve communication skills and reduce communication barriers within colleagues and departments)

Duration : 1 day, Time Schedule
Time : 9.00am to 5.00pm
Break : 10.15am to 10.30am and 3.15pm to 3.30pm
Lunch : 1.00pm to 2.00pm

INTRODUCTION:

"The most important thing in communication is to hear what isn't being said."

– Peter Drucker –

To be professional in your work, effective communication skill and presentation skill are the needed skills to compete with others. In today's competitive business world, whether you are working in a huge corporation, an SMB, or even in a home-based firm – you should possess superior communication skills in order to be successful. The ability to communicate effectively does have a profound positive impact on your professional life and even in your personal life as well.

The main objective of this Effective Communication Skills training course is to enhance your ability to impart information, engage and persuade during various situations. We offer you practical, effective tools to enable clear and effective communication, regardless if it is a face-to-face interaction or an email exchange. Keep in mind, being able to connect with others is a crucial component of a lasting success.

Effective Communication Skills: Full suite focuses on the following areas:

- ✓ Mindset
- ✓ Communication
- ✓ Verbal & Non-verbal Skills
- ✓ Listening & Questioning
- ✓ Problem solving
- ✓ Motivation

HOW WILL YOU BENEFIT:

Upon completion of this programme, the participants will be able to:

- ✓ The understanding of the essential components of effective communication
- ✓ Real-time feedback on their language structure, tone and non-verbal nuances
- ✓ The ability to recognise flaws in their own communication style
- ✓ Capability to practice recommended methods for effective communication and make personal improvements
- ✓ Use their words, tone and posture to match the objective of their communication successfully

KEY CONTENTS:

Module 1 – Overview

- ✓ The Characteristics of an Effective Communicator

- ✓ Importance of Communication in the 21st Century
- ✓ Communication Self-Assessment
- ✓ Basics of Communication
- ✓ Elements of Effective Communication

Module 2 – Core Components of Effective Communication

- ✓ Components of Communication
- ✓ Verbal Communication
- ✓ Importance of the Tone
- ✓ Non – Verbal Communication
- ✓ Application and Practice
- ✓ Assessment and Personal Constructive Feedback

Module 3 – Effective Verbal Communication

- ✓ What You Say Matters
- ✓ Effect and Impact of Power Words
- ✓ Positive Communication
- ✓ Words for Success
- ✓ Words to Avoid

Module 4 – Non-Verbal Communication

- ✓ Body Language
- ✓ Elements of Non-Verbal Communication
- ✓ Do's and Don't
- ✓ Interpretation of Various Body Signals
- ✓ Recommended Postures for Workplace Communication

WHO SHOULD ATTEND?

Supervisors, Heads of Department, Executives, Managers, Administration Staffs, Consultant, and everyone.

METHODOLOGY:

This programme has s designed deliberately structured to test and bring out the best in the teams. It is to combine the best features of "Experiential Learning" with elements of intensive debriefings and reflections. There will be stimulating classroom discussions along with highly intriguing exercises.

Our programs are initiatives which able to encourage people to think to become more innovative. It is not only a knowledge to share, it is also able to a practical experience in actual life. We believe individual behaviour and attitude are the major basic to affect their way in doing work and leading a team. Thus, we design this beneficiary program which involve extensive use of case studies, debriefing, role play, feedback, games and activities, group discussion, lectures, story-telling, brainstorming, structure instruments and etc.