

COMMUNICATION



COMMUNICATION IS YOUR DOOR TO SUCCESS.

Be a consistently professional communicator—even in difficult circumstances. How well you communicate can make or break your professional image. It directly influences how others view your work and performance—as well as your prospects for career advancement and mobility. Unfortunately, being diplomatic, tactful and credible doesn't always come naturally to people. Even when it does, such communication can easily be derailed by emotions and conflicts. To be a communicator who is skilled in all three areas, it takes awareness, training and the know-how to apply proven techniques to all kinds of situations.

We can spend almost our entire day communicating. So, how can we provide a huge boost to our productivity? We can make sure that we communicate in the clearest, most effective way possible.

TARGET AUDIENCE

Executives, Managers, Supervisors, Administrators, Customer service Staff, Front Line Staff and everyone who communicates.

METHODOLOGY

This program is conducted in a highly interactive manner where it enables the participants to have experiential learning throughout the training session. All the modules include one or more of the following methodology:

- Group work and exercises
- Case study related to the organization
- Workshops
- Role play
- Presentations

COURSE OUTLINE

MODULE 1

What is Communication?

MODULE 2

The Importance of Perception

MODULE 3

Communication Style Differences

MODULE 4

Effective and Powerful Communication

MODULE 5

Effective Listening Skills

MODULE 6

Diplomacy, Tact and Credibility

MODULE 7

Body Language – The Language Everybody Speaks

MODULE 8

Conversation Management

Facilitator

Sajni Dharamdass

Duration : 2 days