

HIGH DEMAND **TOP 10** COURSES



EFFECTIVE COMMUNICATION SKILLS AT WORKPLACE

Effective Communication skills and Practice is such a powerful tool to accelerate the speed of movement of the organization. We build not only theory and just provide surface understanding to the trainees, but also offer deep insight practical experience sharing and practices from the real world from many industry practices. We ensure deep critical thinking beyond what a simple communication skills course is like. Our commitment is to enable every participant of the course to reflect through their everyday practice, associate themselves with their colleagues, line managers and their organization vision and mission to increase their core productivity within and across department functions. Our program is 50% class orientation and discussion, and the other 50% is the team work project which allows everyone in the team to apply their knowledge back into their daily work and develop changes in their communication mindset, pattern and ready to support one another in the team in order to achieve the organizational common goal.

■ Course Objective

Upon the completion of this two-day training, participants are expected to:

- ✓ Develop the communication mindset and ready for communication change
- ✓ Associate and communicate more productively within them- selves and across organizational functions
- ✓ Leverage their confidence in communication practice horizontally, vertically and externally
- ✓ Self-correct, peer-correct the communication errors within the organization in the professional manner through feedbacks, written and verbal modes.

■ Course Structure

The course is offered in approximately 16 hours OR in 2-days. Participants will receive a Certificate of Participation upon successful completion of the course.

■ Who Should Attend?

This course is for Managers and everybody who wish to develop effective communication skills at workplace and be a good leader.

■ Course Outline

DAY 01

- Self-Introduction, Course Syllabus Orientation & Ice Breaking Activity
- Key Discussions on: (Lecture, Presentation & Group Discussion)
 1. Power of Communication
 2. Functions of Communication (G1)
 3. Communication Process (G2)
 4. Communication Flows (G3)
 5. Communication Settings (G4)
 6. Communication Networks (G5)
 7. Barriers to Effective Communication
 8. Key to Successful Communication Skills:
Listening Skills (Discussion on barriers to effective listening, Five steps to effective listening), Feedback Skills (Develop effective feedback skills), Problem Solving Skills and Email Writing Skills (Email Communication skills, Common email mistakes, Poor subject line examples, Effective email structures, 4 parts of business email, Tips for effective email communication)
- Video on Effective Communication and Teamwork (Wrap-up Day 1)

DAY 02 : BREAKTHROUGH: PUT INTO INDIVIDUAL AND TEAM ACTION

- Group Discussion and Presentation on: Listening skills (G1), Feedback skills (G2), Problem solving skills (G3) and Email writing skills (G4)
- Group Rehearsal & Presentation : Let's share the best practice from each group
- Wrap-up and the rule of 72 hours