



EFFECTIVE COMMUNICATION SKILLS



Program Description

Communication is a skill and like any skill it requires practice. It is improvement through practice that differentiates a skill from other forms of knowledge.

The most important thing to remember is that the message that you intend to communicate is likely to be misunderstood. Therefore, in addition to carefully preparing and presenting your message, stay alert for any signs that your audience are misinterpreting it.

This highly interactive course provides essential skills in order to become a successful communicator. It will also decrease participants' negative influence on those they are working with and be able to negotiate more effectively.

The participant will gain a greater awareness of the effect of their behavior on other people.

Benefits:

Description

At the end of the course participants will learn:

- How to analyze their behavioral style and its effect on others
- To utilize an enhanced understanding of the human dynamics at work
- To communicate and negotiate in a more persuasive manner
- To increase the range of options for dealing with others in a variety of situations
- To enhance the performance of their colleagues through improved communication skills
- To identify the actions that will increase their personal effectiveness.
- Recognizing and overcoming barriers to communication
- Non-verbal communication – body language
- Listening and questioning techniques
- Giving feedback
- Influencing and gaining commitment overcoming objections - when to lose the battle to win the war, how to shift context and when to use the porcupine
- Assertiveness
- Handling conflict - techniques for resolving conflict

Who Should Attend

All personnel whose work involves them in communicating across different teams and functions, either formally or informally and who are seeking to improve their ability to communicate and thereby improve performance in their workplace.

Training Methodology

The programme is highly interactive and is conducted through instructor support, group discussion, role-plays, and practical exercises with delegates practicing the skills they have learned during the program.

How the benefits are achieved?

The participants are encouraged to develop a positive and dynamic learning environment, facilitated by the trainer. **Case Studies and Syndicate Exercises** will be used extensively to stimulate and to give participants valuable skills and techniques to master the topics.

Course Certificate:

MSTC certificate will be issued to all attendees completing minimum of 80% of the total tuition hours of the course.

Course Duration:

The training course duration is **5 Days**.

INTERNATIONAL SPEAKERS:

Delivering information through knowledge & experience obtained by renowned international speakers is one of the effective tools adopted by **MSTC**.

ON SITE TRAINING:

- ✓ Customize the training program to your workplace.
- ✓ Conduct the training program when & where you need it.
- ✓ Save more than 50% by conducting **MSTC** training workshop at your premises.

To request full detailed outlines, instructor's profile or any information about registration, please don't hesitate to contact us at:

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