



Effective Communication

COURSE Objectives

- This training program is designed to provide participants with knowledge, skills and behavior required to communicate with colleagues, and the basic nature of the presidents and customer support in order to achieve all the administrative duties.
- It is also designed to provide participants with knowledge and skills to understand the various forms of communication, the understanding of the audience, and professional networking and communication on paper and on the telephone through direct contact.

COURSE OUTLINE

- Building a Foundation
- Setting Clear Goals for Your Communication
- Determining outcomes and results
- Initiating communications
- Avoiding Communication Breakdowns
- Creating value in your conversations
- Taking personal responsibility
- Translating Across Communication Styles
- Identifying the four communication styles
- Bridging communication styles
- Listening for Improved Understanding
- Tools for active listening
- Interpreting nonverbal cues
- Achieving Genuine Communication
- Creating openness
- Working with a three-dimensional model of behavior
- Matching your body language to your message
- Cross-Cultural Communication
- Navigating beyond cultural boundaries
- Working with filters and assumptions
- Working Constructively with Emotions
- Dealing with anger
- Managing emotionally charged situations

Who Should Attend

- *All those involved in business, managerial and other kinds of work in the company*
- *All those who want to improve their communication skills*
- *All those managers who want to improve their communication skills*

COURSE DURATION: 3 Days

TRAINING HOURS: 15 hrs

MINIMUM NO. OF TRAINEES: 15

LANGUAGE : English / Arabic

