

# THE ART OF EFFECTIVE COMMUNICATION SKILLS

## COMMS

Duration: 1 day; Instructor-led | Virtual Instructor-led

### OVERVIEW

This training course is designed to equip participants with essential communication skills necessary for effective teamwork and professional interactions. Throughout the program, participants will learn how to communicate effectively within a team environment, tailoring their communication style to different contexts and audiences. The objectives include mastering motivational communication techniques, fostering positive interactions, and building a constructive feedback culture.

### OBJECTIVES

- Learn how to Communicate Effectively in a Team
- To Communicate in the Best Possible Way
- Communicating Accurately in a Motivating Way
- Creating a Positive Way to Interact with Others
- Building a Good Culture via Good Communication
- Giving & Receiving Constructive Feedback

### PREREQUISITES

- No prerequisites

### AUDIENCE

- Executives, Business Development Executives
- Supervisors
- Finance Personnel
- Operations Personnel
- Procurement Officers
- Customers Service Officers
- Front Liners (Sales Team)

### METHODOLOGY

- Brain Friendly / Interactive Sessions
- Demonstration
- Practical Exercise
- Interactive & Engaging Learning
- Group Discussions

### COURSE CONTENTS

#### Module 1: Fundamentals of Effective Verbal Communication

- Overview of effective communication
- Types of Communication Styles
- Benefits and impact of good communication
  - Group Discussion and Presentation by Participants

- Role Play by Participants

#### Module 2: Communication Attitude & Communicate Confidently

- Techniques for clear verbal communication
- Practise & Understanding Active Learning
- Clarifying & Questioning

#### Module 3: Fundamentals of Non Verbal Communication

- Getting your Message Across
- The Power of Non-Verbal Communication
  - Group Discussion and Presentation by Participants
  - Role Play by Participants

#### Module 4: Difficult Communication

- Putting into Practise
- Persuade & Influence others
- Giving advice and Information
- Giving Positive Feedback