

TRANSFORM YOUR CAREER WITH POWERFUL COMMUNICATION SKILLS ALS-CS

Duration: 2 days; Instructor-led | Virtual Instructor-led

OVERVIEW

Communication skills have emerged as the most powerful set of skills to possess for accelerating one's career. It enhances your skill of management, it is even more essential to acquire, practice and exhibit high levels of communication skills in normal and crisis situations. Effective communication skills provide the ladder to the managers and leaders for rapid progression in their careers.

Studying communication offers valuable benefits across various contexts. Communication ranks among the top five sought-after career skills. Employers value effective verbal and written communication in all job markets.

Gaining skills in public discourse, ethics, interpersonal dynamics, and intercultural communication. Communication provides fundamental abilities such as oral and written communication, critical thinking and problem-solving. Communication training empowers us to make a difference, whether through public speaking, organizing groups, or storytelling, you contribute to positive change. Communication is inevitable—it surrounds us daily.

OBJECTIVES

Upon completing this 2-day workshop, participants should be able to :

- Develop information and understanding among all workers.
- Foster an attitude that is necessary for motivation, cooperation and job satisfaction.
- Prepare workers for a change in methods or environment by giving them the necessary information in advance.
- Improve labour-management relations by keeping their communication channels open.

AUDIENCE

- All Levels including non-executives

METHODOLOGY

Training is delivered in a highly interactive and experiential way. The trainer will facilitate discussion of real issues and challenges that the participants face in their work and private lives. Each activity will be thoroughly de-briefed to link the learning to real life situations.

Program Incorporates Various Methodologies:

- We assess participants' baseline knowledge and track progress throughout the program
- Lecture & Case Study: Engaging lectures and real-world case studies provide theoretical foundations and practical insights

- Games and Video Simulation: Interactive games and simulations enhance learning by applying concepts in dynamic scenarios
- Group Exercise Discussion & Presentation: Collaborative discussions and presentations foster peer learning and communication skills
- Quiz & Evaluation: Regular quizzes reinforce learning, and program evaluation ensures continuous improvement.

NOTES

Activity – DOPE Assessment

- The DOPE Bird Personality Test is a self-assessment tool that categorizes personalities into four major types: Dove, Owl, Peacock, and Eagle (D.O.P.E.). Each type represents a different set of characteristics. It's a fun and useful way to explore your personality and gain insights into your inner self. Remember, it's not a psychological evaluation, but rather a guide for self-discovery.

Activity – Lost at SEA

- The "Lost at Sea" activity is a popular team-building exercise that challenges groups to rank survival items in order of importance after being stranded in the ocean.
- It's designed to encourage teamwork, decision-making, and problem-solving skills.
- Participants must discuss and agree on the rankings, promoting communication and collaboration.

Activity – Colored Blind

- The Colourblind activity is a communication exercise which develops team building skills and helps teams recognize problems caused with imprecise communication and language.
- It is a verbal problem solving experiential learning activity that is used to improve team problem solving and listening skills, and is played in a small group.
- Communication skills, especially listening skills, are some of the most often-quoted soft skills demanded by employers, and identified as requiring to be developed further by its leaders.
- This communications exercise provides a challenging activity to all levels of leaders, and typically becomes more challenging as the seniority of the group increases, where the ability to really listen and not just 'wait to speak' is often demonstrated.

COURSE CONTENTS

Module 1: Effective Questioning

- Learn how to ask relevant and impactful questions during conversations. Effective questioning involves using questions to open conversations, inspire deeper thought, and promote interaction. Rather than focusing solely on answers, effective questions elicit the process—the “how” and “why.” Whether in the classroom or professional settings, well-crafted questions foster learning and understanding.

Module 2: Active Listening

- Develop skills to listen attentively, understand others, and respond appropriately. Active listening is the practice of listening to understand what someone is saying. When you engage in active listening, your focus is exclusively on the speaker’s words and intent, rather than planning your response. It’s about being fully present and attentive during conversations, fostering deeper understanding and connection.

Module 3: Verbal Communication

- Verbal communication plays a crucial role in our interactions, both personally and professionally. Effective ways to enhance your verbal communication skills are such as:-
 - Think Before Speaking
 - Use Concise Language
 - Understand Your Audience
 - Be Mindful of Your Tone
 - Pay Attention to Body Language
 - Practice Active Listening
 - Speak with Confidence
- Activity – Coloured Blind

Module 4: Nonverbal Communication

- Nonverbal communication techniques explore body language, gestures, and facial expressions. Nonverbal communication is crucial because it goes beyond words. It includes facial expressions, gestures, and eye contact—all of which convey meaning and emotions.
- Nonverbal cues help us interpret messages accurately. They provide context and emotional depth to spoken words. When verbal and nonverbal signals align, trust and rapport increase.
- Nonverbal communication fosters connections. It’s essential for empathy, bonding, and building relationships.
- Different cultures also use nonverbal cues uniquely. Understanding these nuances improves cross-cultural interactions.

Module 5: Conflict Resolution

- Understand techniques for resolving disagreements and maintaining positive interactions. Conflict resolution refers to the methods and processes used to facilitate peaceful endings to disputes or conflicts. It aims to address each party’s interests adequately, leading to a satisfying outcome for all involved. Whether it’s mediating workplace disagreements or

resolving personal conflicts, effective conflict resolution helps maintain positive relationships and foster understanding.

Module 6: Presentation Skills

- Presentation skills encompass the abilities and qualities necessary for creating and delivering compelling presentations that effectively communicate information and ideas. These skills go beyond mere words; they include verbal communication, body language, structure, and the use of supporting materials like slides, videos, or images. Whether you’re giving a speech, explaining a project, or pitching a new idea, honing your presentation skills is essential for success in both personal and professional settings. Improving these skills can enrich your written and verbal communication, boost confidence, enhance critical thinking, and refine your motivational techniques
- Activity – Class Presentation on a topic given by the facilitator

Module 7: Negotiation Techniques

- Negotiation skills are essential abilities that allow individuals to navigate agreements, resolve conflicts, and achieve favorable outcomes in various contexts.
- Activity – Monopoly