

# COMMUNICATION SKILLS

ALS-CCS

**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.

## OBJECTIVES

By the end of this program, participants will 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.
- plan and strategize about what is to be done in the future

## AUDIENCE

Leaders and Managers

## METHODOLOGY

- Pre & Post Assessment
- Lecture & Case Study
- Games and Video
- Simulation & Group exercise
- Discussion & Presentation
- Quiz & Evaluation

## COURSE CONTENTS

### Module 1: Methods of Communication

- Barriers in Communication
- Verbal Communication
- Non verbal Communication

### Module 2: Personal Assessments

- DOPE test
- EQ Test
- Coloured Brain

### Module 3: Techniques to Improve Communication

- Listening

- Good writing skills
- Reading skills
- Effective speaking and Presentation

### Module 4: Communication Skills

- Friendliness
- Confidence
- Empathy
- Feedbacks