

**“Communication Skills”
Training program
(English Material)**

Course Length: Three full days (8 hours) or (3 hours x 3 days = 9 hours condensed)

Concepts & Principles

- Introduction
- Communication and the System Development Lifecycle
- Communication challenges
- Tools for effective communication

Communication in Organizations

Interviewing

- Types of Interviews
- Preparing for the Interview
- Types of Questions
- Authentic Speaking and Listening

Listening

- Obstacles to listening
- Emotional filters
- Establishing rapport
- Exercises for developing listening skills

Speaking

- Obstacles to effective speaking
- Speaking with authenticity
- Exercises for developing speaking skills

Meetings

- Definition
- Organizing meetings
- Setting up expectations
- Tips and Techniques
- Types of Meetings
- Setting the Objectives
- Plan and Schedule
- Preparation assignments
- Facilities and Resources
- Laying out the room