

“Communication Skills” Training program (English Material)

Course Length: 9 Hours @ 3 days

Brief Description

Good communication skills help you express your ideas clearly, learn from other people, and resolve any conflicts. Most of these skills you'll pick up with life experience. Here are a few tips for improving your communication skills: be clear, stay positive, listen actively and learn from experience. So, Good communication occurs when two important things take place. The expression of a thought or feeling and the effective listening of that expressed concept. Establishing fulfilling interpersonal relationships is enhanced by mastering the communication process.

Defining interpersonal communication; is to compare it to other forms of communication. In so doing, we would examine how many people are involved, how physically close they are to one another, how many sensory channels are used, and the feedback provided. This skill can be used to improve interactions with others in all aspects of one's life, such as personal and professional relationships. The Theory of Communication states that the process occurs at four levels.

Objectives

At the end of this course you will be able to:

- Analyze and understand the verbal and nonverbal communication
- Use different communication styles and responses
- Expressing feeling and thoughts
- Improve your listening techniques effectively

Recognize your behavior patterns

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