

“Human relations & communication skills” Training program (English Material)

Course length: 10 Hours @ 2 days

Objectives

The art of getting your message across effectively is a vital part of being a successful manager, whether you want to make presentation with confidence or to negotiate with ease, this lecture will help you to improve your communication skills, also will give you the necessary information to the human relation skills needed for better communication.

Course Outline:

- Definition of human relations
- Demonstrate how to use your human relations skills with others
- What makes people different
- Describe the behavior statement verses personality statement
- The 4 basic behavioral styles
- Managing our behavior
- Definition of communication
- The elements of communication
- Different types of feedback
- How to send a clear message
- Technique of listing
- Understanding body language
- Exchange information
- How to use the phone
- Using information technology " I. T "
- Communicating one to one
- Communicating through meeting
- Communicating for results
- Analyzing your communication skills