

# EFFECTIVE COMMUNICATION

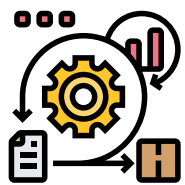
## INTRODUCTION:

Effective communication is an essential skill for success in both personal and professional settings. In this skills training program, participants will learn how to communicate effectively with colleagues, managers, and clients.

Through a combination of theoretical and practical exercises, participants will develop their skills in areas such as active listening, conflict resolution, and public speaking.

## Training Aims and Objectives:

- Understand the importance of effective communication in the workplace
- Identify common barriers to effective communication and how to overcome them
- Learn active listening skills and techniques for effective verbal and nonverbal communication
- Develop strategies for resolving conflicts and managing difficult conversations
- Improve public speaking skills and confidence



## Methodology:

- Lectures and discussions on the theoretical foundations of effective communication
- Role-playing and group exercises to practice and apply communication skills

## Frameworks covered:

- Communication styles and personalities
- Verbal and nonverbal communication
- Conflict resolution techniques
- Public speaking tips and techniques

## Conclusion:

At the end of this session, participants will have a well-rounded understanding of effective communication and the tools to apply these skills in their daily work.

The goal is for participants to be able to communicate effectively with colleagues, managers, and clients, as well as handle conflicts and give confident public presentations.

This will not only improve their professional performance but also their overall satisfaction and success in their careers.

**Length:** 90mins, Half Day

**Delivery Option:** Face-to-Face, Virtual

