

Training Title

EFFECTIVE COMMUNICATIONS & IMPROVING INTERPERSONAL SKILLS

Training Date & Duration

5 days

REF SS034	Effective Communication & Improving Interpersonal Skills	5	14-18 October 2024	\$6,500	Paris, France
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In any of the 4 or 5-star hotels. The exact venue will be informed of later.

Training Fees

\$6,500 per participant for Public Training includes Materials/Handouts, tea/coffee breaks, refreshments & Lunch.

Training Certificate

Define Management Consultants Certificate of course completion will be issued to all attendees.

COURSE OVERVIEW

COURSE DESCRIPTION

In this course, participants will learn the different models and approaches of communications, and the reasons why communications fail. They will be introduced to the barriers that are causing interferences for the communication process and practical ways for removing those interferences for improving personal communication skills, and how they can maintain a healthy environment through the thorough understanding of communication skills. The course will also cover some communication skills that are often practiced in business, and some advance skills for improving interpersonal skills and negotiation skills.

The course is highly interactive and allows participants to challenge observed practices.

COURSE OBJECTIVES

Upon completion of this course, you will gain an understanding of the following important aspects of communications.

- Basic Communication skills
- Communication Models
- Communication Approaches
- Interpersonal relationship
- Communication Levels
- Communication as a tool for effective negotiations

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- Work Environment as a source of Interference
- Communication as a tool for motivating your employees and others.
- Basic skills for effective communications
- New HR practices for improving communications.

WHO SHOULD ATTEND

Communication is not limited to specific categories of workers. Everyone needs those skills. However, it will be specifically important for people who deal with others face-to-face, through phone, or writing methods such as Managers, supervisors, employees, consultants, professionals, workers, and government employees.

COURSE OUTLINE

- Introductions and course objectives
- Basic Communications skills
- Communication Models
- Communication Approaches
- Interpersonal relationship
- Communication Levels
- Communication as a tool for effective negotiations
- Communications and cultural differences
- Work Environment as a source of Interference
- Communicating clear Strategy and strategic goals
- Communicating for clarifying jobs and tasks
- Interferences in handling Employees
- Communication as a tool for improving work relations.
- Communication as a tool for motivating employees and others
- Verbal and Body Language
- Basic presentation skills for effective communications
- Practicing Basic Presentation skills
- New HR concepts and practices for improving communications.
- Writing skills and communications
- Listening skills and communication

There will be interactive discussion based around case studies and videos to highlight course details.

Each participant will receive a copy of the comprehensive course notes. The presenter will outline and discuss the topics using computer displays, CD displays and videotapes. The course is designed to have an interactive format to maximize delegate participation. Questions and answers are encouraged throughout and at the daily sessions. Needs-Based case-studies and examples will be discussed in problem solving workshop sessions. This

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gives participants the opportunity to discuss with other delegates and the presenter their specific problems and appropriate solutions. Only minimum note taking is encouraged to ensure maximum delegate attention during the course.

- 30% Lectures
- 30% Workshops and work presentation
- 20% Group Work& Practical Exercises
- 20% Videos& General Discussions



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P.O BOX 45304
ABU DHABI, U.A.E

T +971 2 6264455
F +971 2 6275344

www.definettraining.com