

- Communication Approaches
- Interpersonal relationship
- Communication Levels
- Communication as a tool for effective negotiations
- 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.

TRAINING METHODOLOGY

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 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

COURSE OUTLINE

- Introductions and course objectives
- Basic Communications skills

DMCT/OL/9/18(Rev3Dt:23/9/18)

- 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

Case Studies, Group Discussions, Last Day Review, and Assessments will be carried out.

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