

Training Title

COMMUNICATION, INTERPERSONAL & TEAM BUILDING SKILLS

Training Duration

5 days

Training Venue and Dates

REF# SS032	Communication Interpersonal & Team Building Skills	5	02-06 September 2024	\$6,500	Rome, Italy
----------------------	---	----------	-----------------------------	----------------	--------------------

In any of the 4 or 5-star hotels. The exact venue will be informed of soon. Fees Includes Course Materials/Handouts, Tea/Coffee, refreshments & Lunch.

Training Fees

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

Training Certificate

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

Communication is a key skill for every person and every group in business, in leisure, and in social life. Studies have proven that many opportunities have been avoided, businesses have been lost, or goals have been missed as a result of poor communication.

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.

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

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

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

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 OBJECTIVES

By the end of this course participants will have acquired the skills to:

- Develop the key components of effective communication, interpersonal skills & teamwork.
- Enhance the effectiveness/performance of their teams and accomplishment of their objectives.
- Set and reach both personal and team objectives using delegation and time management skills.
- Create the self-awareness required for differentiating assertive, non - assertive and aggressive behaviors required for dealing with difficult situations or conflicts.
- Increase their effectiveness as team leaders and motivate their teams and team members.
- Utilize tips and tools for improving communication skills.
- Develop the technique of giving and receiving feedback effectively.
- Develop personal action plans for practicing new ways of communication.
- Understand how to overcome barriers of communication.
- Develop 'active' listening skills.

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

- **Manage multi-cultural relationships more appropriately.**

COURSE OUTLINE

What is Effective Communication?

- **Why is good communication important?**
- **What makes communication successful?**
- **Being aware of how you communicate**
- **What is your preferred communication style?**
- **What are the barriers and methods to overcome effective communication?**

Verbal and Non-Verbal Communication

- **How to communicate – not just inform**
- **Establishing open and honest two-way communication**
- **Getting your point of view across**
- **Body language and voice tone**
- **Different communication methods & styles and their suitability to deal with specific situations.**
- **The role of emotional intelligence in personal communication**

People Management, Team Building and Delegation

- **Setting personal and team objectives**
- **Evaluating performance, assessing and listening to individuals**
- **Recognizing strengths and developing individual's potential**
- **The process of delegation and its benefits**
- **Identifying and overcoming barriers to effective delegation**

Motivating the Team

- **Maximizing and maintaining input and motivation – building the desire for results**
- **Providing recognition and feedback**
- **Building a positive and successful team – motivating to achieve maximum performance.**
- **Linking individual effort to team and organizational goals**

Improving Team Performance

- **Prioritizing and planning for yourself and others**
- **Responding to poor performance**
- **Developing effective strategies for yourself and your team**

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

Daily schedule

Day 1 communication skills and methods

- Introductions
- Basic communications skills
- Components of communication process
- Why is good communication important?
- Communication models
- Communication styles
- Communications and cultural differences
- Barriers and methods to overcome effective communication. Communication approaches

Day 2 Verbal and Non-Verbal Communication

- How to communicate – not just inform
- Interpersonal relationship skills
- Communication Levels
- Communication as a tool for effective negotiations
- Establishing open and honest two-way communication
- Getting your point of view across
- Body language and voice tone
- Understanding the different personal styles and dealing with them
- The role of emotional intelligence in personal communication

Day 3 People Management, Team Building and Delegation

- Understanding teams and team dynamics
- Setting personal and team objectives
- Johari windows
- Belbin team roles
- Learning the different Team types and their objectives
- Stages for team development
- Identifying and overcoming barriers to effective delegation
- Why it is important to manage teams correctly?
- The process of delegation and its benefits
- Empowerment levels

Day 4 Motivating the Team

- Motivation cycle for maximizing and maintaining input and building the desire for results.
- Providing recognition and feedback

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

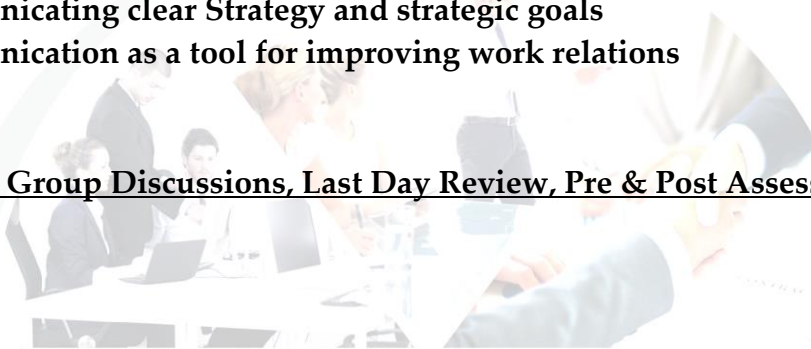
- Building a positive and successful team
- What are the different Effective teams?
- Selecting Team chairperson and members
- Linking individual effort to team and organizational goals

Day 5 Improving Team Performance

- Understanding the different performance levels
- Back-to-the-basics- for effective performance
- Prioritizing and planning for yourself and others
- Responding to poor performance
- Developing effective strategies for yourself and your team
- Communicating clear Strategy and strategic goals
- Communication as a tool for improving work relations

NOTE:

Case Studies, , Group Discussions, Last Day Review, Pre & Post Assessments will be carried out



...



www.definettraining.com

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

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

T +971 2 6264455
F +971 2 6275344

www.definettraining.com