

Workshop Title	Effective Communication Skills
Workshop Duration	2 Days
Workshop Description	<p>Effective Communication Skills is a two-day training workshop which will help you to express yourself more effectively, have more influence with your colleagues and appear more confident in front of others. This is a highly practical and interactive course. You will be working both individually and in small groups on a variety of vocal and practical exercises, interactive discussions and role plays throughout the day.</p> <p>Feedback is ongoing throughout the course through group discussion, and tutor analysis. By the end of the workshop you will have developed a greater flair in communicating and learnt how to use your own personal style to maximum effect. Our powerful workshops provide a unique learning experience in a supportive yet challenging environment. This allows you to quickly build on your existing skills as you experiment and learn through practical experience.</p>
Who Should Attend?	<ul style="list-style-type: none"> • People who need to enhance communication skills
Workshop Objectives	<ul style="list-style-type: none"> • To understand the process of communication • To develop persuasive communication skills • To develop verbal, listening, questioning skills; • To develop nonverbal communication skills. • To understand interpersonal communication roles & personality profiles;
Workshop Outline	<p>Module 1: Introduction to Effective Communication Skills</p> <ul style="list-style-type: none"> • Understand and Appreciate the 2 Types of Communication: Human Communication - (Intrapersonal, Interpersonal, Group & Mass) and Group Communication – (Corporate Communication & Organizational Communication) • Exercise: Are You a Good Communicator? • The Communication Model: Dynamics and Process of Communication: Sender, Message, Channel, Receiver, Feedback & Interferences

	<p>Module 2: Developing Positive Verbal Communication</p> <ul style="list-style-type: none"> • Recognizing the Impact of Positive vs Negative Verbal Communication • Developing Influential Verbal Communication to Generate Positive Reactions • Exercise: Describe How You Feel, Describe Other People, Encourage Others, Outline Plans to Others <p>Module 3: Developing Effective Listening Skills</p> <ul style="list-style-type: none"> • Exercise: Understand Listening vs Hearing: The Café Scene • The Definition of Listening & The 4 Types of Listening: Active, Social, Courteous & Serious • The 5 Key Tips on Becoming a Great Listener: Focus, Show, Eye, Mirror & Question <p>Module 4: Developing Effective Questioning Skills</p> <ul style="list-style-type: none"> • The Definition and Purpose of Questions • Exercise: Understanding The 3 Essential Types of Questions: Open, Closed & Split • Understanding the 4 Types of Good & Bad Questions Types • Exercise: Develop Good Questions to Achieve Communication Objectives <p>Module 5: Develop Effective Nonverbal Communication Skills</p> <ul style="list-style-type: none"> • The 3 Key Areas of Nonverbal Communication Skills to Create A Positive First Impression: Appearance, Body Language & Voice • Exercise: Understand the 4 Standard Appearances and Styles: Classic, Feminine/ Masculine, Dramatic & Elegant • Exercise: Developing the 3 Key Areas of Body Language: Personal Space, Handshake, Body Posture <p>Module 6: Understanding Interpersonal Roles & Personality Profiles</p> <ul style="list-style-type: none"> • Exercise: Strategies to Deal with Personalities - The Jungle Survival • Exercise: Discovering Your Personality – An Assessment • Understanding the 4 Personality Profiles That Communicate Differently: Learning to Manage Communication Conflict and Leverage on Personality Profiles to Better Enhance Interpersonal Relationships
<p>Training Methodology</p>	<p>The training methodology will include short lectures, role-plays, games, activities, presentations, discussions, idea sharing with continuous evaluation and real time feedback from facilitator.</p>

