

**Programme Duration : 2 Days**

## **COURSE DESCRIPTION:**

Most of our time is spent in communicating with others. Lack of communication and human relations skills among your staff could act as a stumbling block for organizational growth and prevent your company from achieving higher productivity. Your human resources are invaluable assets to your company. "How Can I Make a Stronger Impact on People... and Win Their Support?"

In a national survey, Professionals of all ages and positions choose "Communication Skills" as the set of skills they need most. Call it credibility, call it charisma, call it a silver tongue. Whatever you call it, it is critical to career success. All powerful people know how to communicate their ideas persuasively... to subordinates, bosses, co-workers and clients. This seminar will deal with techniques of influencing and persuasion. These skills will improve the results to get on with people.

## **OBJECTIVES:**

An investment in this cost-effective training seminar will enable participants to:

- Develop skills for communicating and interacting effectively with management and staff.
- Motivate them to achieve higher levels of performance that will promote personal and organizational growth.
- Reduce organizational and work problems resulting from poor communication and interpersonal relationships.

## **WHO SHOULD ATTEND:**

Managers and supervisors seeking to improve their personal efficiency and productivity

## **METHODOLOGY:**

This programme uses a combination of training aids and methods such as lectures, activities, exercises and group discussion to enhance learning. The learning process is experiential and highly interactive.

## **COURSE OUTLINE/CONTENTS:**

### **MODULE 1: THE COMMUNICATION PROCESS**

- Channels of Communication

### **MODULE 2: BARRIERS TO EFFECTIVE COMMUNICATION**

- Overcoming Barriers
- The Implications of Miscommunication

### **MODULE 3: VERBAL AND NON-VERBAL COMMUNICATION**

- Getting Ideas and Messages Across Effectively
- Understanding Body Language and Non-Verbal Clues
- One-Way and Two-Way Communication

### **MODULE 4: STRATEGIES FOR EFFECTIVE INTERACTION**

- Developing Listening and Questioning Skills
- Giving and Receiving Useful Feedback
- The Art of Giving and Receiving Effective Instructions

### **MODULE 5: INTERPERSONAL RELATIONSHIPS**

- Attitudes
- Understanding Human Behaviour
- Dealing with Changes
- Transactional Analysis

### **MODULE 6: TEAM BUILDING - A TOOL IN IMPROVING HUMAN RELATIONS**

- The Dynamics of Effective Team Building
- The Basic Principle of Positive Group Relationship
- Resolving Issues with Others.

### **MODULE 7: MANAGING CONFLICTS**

- Types of Organisational Conflict.
- Sources of Organisational Conflict.
- Dynamics and Consequences of Organisational Conflict.
- The Conflict Cycle.
- Methods for Managing Conflict: