



First Select

Communicating Effectively

Date	Venues	(\$Fees	Book your seat
22 Dec -26 Dec 2024	Kuala Lumpur	3300	Register Now

Objectives:

By the end of the program, participants will be able to:

Being good at your job is not enough these days. Employers are demanding teamwork and good communication skills. This course is designed to improve the behavior of those people who work and communicate with others inside and outside their organization on a daily basis.

Who should attend?

This course is a must for those who:

All people who need to interact with others in their daily lives.

Course Outline:

Communication Skills:

- How can we communicate effectively?
- Barriers which hinder effective communication

Listening Skills:

- Reasons for poor listening
- Improving active listening

The Importance of Listening:

- Identifying your listening skills; the personal listening profile
- Tips to improve listening skills

Perception and Human Behavior:

- The process of dealing with differences

The Process of Verbal Communication:

- Definitions and barriers
- One-Way versus Two-Way Communication

Dealing with Different Personalities and Difficult People:

- Ways to cultivate relationships and resolve conflict
- Basic assumptions about assertiveness
- Managing your boss

WORKSHOP STYLE:

This will be a participative workshop with a mix of interactive learning sessions, exercises and discussions aimed to provide maximum impact and learning retention for all delegates.



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