



EFFECTIVE COMMUNICATION SKILLS

OVERVIEW

One of the critical needs of high performers is the ability to communicate clearly and effectively to influence all levels within the organisation. High performers are able to articulate and present their message in a confident and effective manner to build trust and ensure alignment. Effective communication is a skill that needs to be developed by improving verbal and non-verbal communication styles as well as by enhancing interpersonal skills.

OBJECTIVES

- Teach participants skills and methods needed to become effective communicators with increased confidence.
- Provide methods of content-creation which are needed for effective communication and presentation.

LEARNING OUTCOMES

- Upon completion of this program, participants will have:
 1. Ability to communicate effectively with superiors, peers and subordinates
 2. Ability to create content for presentation
 3. Ability to manage emotions and responses
 4. Ability to communicate in an assertive and yet professional manner
 5. Increased self-confidence
 6. Improved active listening and empathy
 7. Skills to overcome communication barriers
 8. Understanding of different communication styles and non-verbal communication

WHO SHOULD ATTEND

This training is suitable for managers, engineers, superintendents and supervisors.

METHODOLOGY

We emphasise pragmatism and experiential exposure of trainees to communication skills and methodologies. Training is conducted using slide presentation, videos, activities, role-playing, group discussions and practical workshops to develop a solid understanding of the subject matter.

Pre-test and post-test will be used to measure effectiveness.

COURSE OUTLINE

MODULE 1: INTRODUCTION

- Team Activity
- Qualities of a High Performers
- Communication and Performance
- Understanding Communication Concepts
- Barriers to communication
- Active Listening and two-way communication
- Styles of Communication: Auditory, Visual, Kinaesthetic
- Self-Assessment: Assessing personal communicational styles

MODULE 2: EMOTIONAL INTELLIGENCE, EFFECTIVE COMMUNICATION

- Emotional Quotient (EQ) and how it affects communication
- “Political” Intelligence Model and Communication: The Wise, The Cunning, The Stubborn and the Innocent
- Achieving Empathy in communication for building trust, relationship, and productivity
 - Open ended Questioning

MODULE 3: RACI MODEL

- Responsibility, Accountability, Consultation & Information
- Workshop on using the RACI method
- Stakeholder communication

MODULE 4: TYPES OF COMMUNICATION AND CONTENT

- Verbal and Non-Verbal communication
- Reports, Presentations, Meetings, Videos, Online
- Types of content: Technical, Reports, Persuasive, Information, Instructional
- Workshop on Content Creation using Templates

MODULE 5: PRESENTATION TECHNIQUES – What to Say and How to say it

- Methods of effective presentation by content type
- Persuasive Techniques: Ethos, Pathos, Logos
- The Mehrabian Model: Verbal, Body Language, Tone,
- Gestures and movement
- Presentation activity with assessment

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