

Communicate Professionally (Everyday task)



Get your point across with a positive professional image!

It's a whole new world of work! Organizational change, diversity and electronic communications have changed the face of the workplace. Today more than ever, success depends upon the combined cooperation, commitment and action of people—both face-to-face and across electronic and cyber channels. That's why your interpersonal skills are so critical to your own effectiveness as a manager. This training gives you two days of solid learn-by-doing training to sharpen your skills with superiors, peers and subordinates.

Benefits of attending

Communicate efficiently and tactfully with clients, direct reports, colleagues, your boss and senior management
Respond in a professional manner, even when you're out of your comfort zone
Strengthen your communication effectiveness with active listening
Elicit cooperation and respect by modelling
Improve your image through increased self-awareness

Learning Objectives

I- Adopt a Positive

Communication Style

- Discover the underlying roots of all communication breakdowns
- Understand the 8 Principles of Interpersonal Communication
- Examine the impact of thinking on communication
- Explore the 4 different communication styles people use
- Learn how to communicate effectively with each of them
- Learn ways to use positive communication even in negative situations
- Develop a credible communication style that builds trust and cooperation

II- Speak to Evoke Action

- Describe the behaviour, not the person
- Envision the future and turn it into a conversation
- Use Power Language to convey authority and evoke action
- Ask, don't tell; turning statements questions to involve and inspire

III- Listen for Understanding

- How to listen, not just hear
- Bridging the barriers of perception and prejudgment
- Creating involvement to enhance understanding
- Completing the communication cycle: Effective feedback
- Listening to angry people
- What an angry customer or co-worker looking for and how to deliver it



During this customized program, participants will learn the secrets of building personal credibility, improving listening skills, make smart talk, branding with standard statements, rephrasing for better relationships, dealing with difficult people, handling negative situations, and more. Everything they do will be participative and interactive. There will be work in pairs, small group work, games, video clipping, feed backs and exercises designed to stimulate, challenge and develop people's knowledge and skills

Who should attend?

Managers, team leaders and supervisors who want to maximize their positive impact on others, enrich the quality of their relationships and increase their effectiveness on the job.

Program Dynamics

Level 1:	Basic
Level 2:	Advance
Duration:	02 days
Participants:	20-25
Venue:	on-site
Pre-training assessment:	Yes
Post-training report:	Yes
Memory Video & clips:	Yes
Training manual:	Yes
Training certificates:	Yes

Features

- On-site training and expert guidance from highly experienced trainers
- Structured group assignments, with constant feedback and evaluation
- Special in-class exercises and self-assessment instruments that let you practice and refine your skills
- Your own action plan for further skills development back on the job—with a built-in method for follow-up

“Extremely enjoyable and relevant. Learning enhanced my skill set. I will practice techniques and share with people in my personal and professional life.”

*Mr. Hasan
Plant Manager Nimir Chemicals*

