

Training Title

EFFECTIVE COMMUNICATIONS & IMPROVING INTERPERSONAL SKILLS

Training Duration

5 days

Training Venue and Dates

<i>Effective Communication & Improving Interpersonal Skills</i>	5	22-26 January 2024	\$5,500	Dubai, UAE
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Trainings will be conducted in any of the 5 star hotels.

Training Fees

- *5,500 US\$ per participant for Public Training includes Materials/Handouts, tea/coffee breaks, refreshments & Buffet Lunch.*

Training Certificate

Prolific Consultants FZE Certificate of Course Completion will be issued to all attendees.

COURSE OVERVIEW

COURSE DESCRIPTION

In this course, participants will learn the different models and approaches of communications, and the reasons for why communications fail. They will be introduced to the barriers that are causing interferences for the communication process and practical ways for removing those interferences for improving personal communication skills, and how they can maintain a healthy environment through the thorough understanding of communication skills. The course will also cover some communication skills that are often practiced in business, and some advance skills for improving interpersonal skills and negotiation skills.

The course is highly interactive and allows participants to challenge observed practices.

COURSE OBJECTIVES

Upon completion of this course, you will gain an understanding of the following important aspects of communications

- *Basic Communication skills*
- *Communication Models*
- *Communication Approaches*
- *Interpersonal relationship*
- *Communication Levels*
- *Communication as a tool for effective negotiations*
- *Work Environment as a source of Interference*
- *Communication as a tool for motivating your employees and others*
- *Basic skills for effective communications*

- *New HR practices for improving communications*

SUITABLE FOR:

Communication is not limited to specific categories of workers. Everyone needs those skills. However, it will be specifically important for people who deal with others face-to-face, through phone, or writing methods such as Managers, supervisors, employees, consultants, professionals, workers, and government employees.

TRAINING METHODOLOGY:

A highly interactive combination of lectures and discussion sessions will be managed to maximize the amount and quality of information and knowledge transfer. The sessions will start by raising the most relevant questions, and motivate everybody find the right answers. You will also be encouraged to raise your own questions and to share in the development of the right answers using your own analysis and experiences. Tests of multiple-choice type will be made available on daily basis to examine the effectiveness of delivering the course.

Very useful Course Materials will be given.

- *30% Lectures*
- *30% Workshops and work presentation*
- *20% Group Work& Practical Exercises*
- *20% Videos& General Discussions*

COURSE OUTLINE

- *Introductions and course objectives*
- *Basic Communications skills*
- *Communication Models*
- *Communication Approaches*
- *Interpersonal relationship*
- *Communication Levels*
- *Communication as a tool for effective negotiations*
- *Communications and cultural differences*
- *Work Environment as a source of Interference*
- *Communicating clear Strategy and strategic goals*
- *Communicating for clarifying jobs and tasks*
- *Interferences in handling Employees*
- *Communication as a tool for improving work relations*
- *Communication as a tool for motivating employees and others*
- *Verbal and Body Language*
- *Basic presentation skills for effective communications*
- *Practicing Basic Presentation skills*
- *New HR concepts and practices for improving communications*

- *Writing skills and communications*
- *Listening skills and communication*

Videos, Relevant Case Studies, Group Discussions, Last Day Review, Pre & Post Assessments will be carried out.

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