



Communication & Interpersonal Skills (3 Days)

Aim: Learn how to communicate quality effectively.

Introduction:

In today's challenging world it is vital to possess excellent communicative abilities

Workshop Aims:

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 and develop and maintain their interpersonal skills

Workshop Content

*** Communication Skills:**

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

*** Listening Skills:**

- Reasons for poor listening
- Improving active listening

*** Perception and Human Behavior:**

- The process of dealing with differences

*** The Importance of Listening:**

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

*** 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

*** Words we can use:**

- "I" instead of You
- Keeping it impersonal
- Avoiding giving orders
- Taking responsibility

- *Avoiding defensiveness*
- *Showing empathy*
- *Acknowledging feelings*
- *Clarifying*
- *Forming a Team*
- *Effective Communication / telephone Skills*
- *Public Speaking*

How You Will Benefit

- This seminar provides interpretation of the new standard
- It could be tailored to a particular needs of your organization
- This course is unique and never been delivered by any private organization in the region.
- The course is available in English and Arabic Languages for ease of understanding.

Designed for

<input checked="" type="checkbox"/> SENIOR MANAGERS	<input checked="" type="checkbox"/> MIDDLE MANAGERS	<input checked="" type="checkbox"/> MANAGERS / SUPERVISORS
<input checked="" type="checkbox"/> TECHNICAL / STAFF		

