



Etiquette of Professional Quality Managerial Communication Skills

Training Outline

***Effective International Managerial Communication Skills
As they serve being the vehicle to understand & be understood***

Communication Defined

The Communication SPRITE

- The Significance
- The Process
- The Rules
- The Intrusions
- The Types
- The Effects

Forms of Communication

- Verbal
- Visual
- Written
- Non-Verbal

Working towards Better Communication

- Self Management
- Active Listening
- Useful Body Language
- Effective Questioning

Effective Communication in Application

- The Art of Positive Self-Expression

Target Audience

- Top management team members
- Middle management
- Office managers
- Marketing staff members
- Public relation staff members
- Leaders and supervisors
- Group is not to exceed fifteen participant

Duration

- It is a four days training program from 9:00 a.m. till 3:00 p.m.



**Protocol & Etiquette
Academic Centre of Excellency
Middle East**

Methodology

- Video tapes
- Games
- Case studies
- Group exercise
- Group discussion
- Role play