

Building Communication and Interpersonal Skills

COM003

Course Description

This five-day course concentrates on the “soft side” of your job, your communication and interpersonal skills, in order to improve every aspect of your working relationships.

Course Goal

To enhance the participants' knowledge, skills, and abilities necessary for handling any communication situation with greater flexibility, confidence, and impact.

Course Objectives

By the end of this course, participant will be able to:

- Understand the characteristics of effective communicators
- Identify barriers to effective communication
- Recognize and assess his own communication style
- Understand of how his behavior impacts others and the way others respond to him
- Choose words that are appropriate for a particular situation
- Use verbal and nonverbal techniques
- Learn techniques for giving and receiving constructive feedback
- Sharpen his listening skills
- Improve telephone communication skills
- Solve problems
- Deal with conflict and build group commitment
- Work with difficult people
- Encourage new ideas

Who should attend

Who want to improve their communication skills, analysts, customer service and support personnel, and managers.

Course Duration

5 Working Days

Course Outlines

- Communication and Interpersonal Skills:
 - Importance
 - Elements
 - Methods
 - Obstacles
- How to Recognize your Communication Ability
- Assertiveness Theory and Interpersonal Skills
 - Listening Skills
 - Speaking Skills
 - Questioning Skills and Techniques
- New Workplace and Communication
- Understanding Perceptions and Expressing Emotions
- Verbal and Non-Verbal Skills as a Tool to Create Shared Meaning
- Motivation to Sustain Cooperative and Productive Work Relationships
- Synergistic Impact
- Emotional Control

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