

# 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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