



Introduction

In today's organization communication plays a vital role in keeping the organization together and getting everyone understood in a business environment that is growing in complexity by the day. It has been found that managers and supervisors spend as much as 80% of their working days engaged in some form of communication, speaking, listening to others, writing to and influencing others.

Communication skills are some of the most important skills that you need to succeed in the workplace. If you want to be an expert communicator, you need to be effective at all points in the communication process – and you must be comfortable with the different channels of communication. When you communicate well, you can be very successful. On the other hand, poor communicators struggle to develop their careers beyond a certain point.

Objectives

At the end of this two day workshop, participants should be able to:

- ✓ Demonstrate skills to communicate with confidence and clarity
- ✓ Create and use positive nonverbal communications
- ✓ Establish own behavior to enhance working relationships
- ✓ Enhance the flow of communication
- ✓ Improve your verbal and non-verbal communication
- ✓ Improve communication effectiveness on the job
- ✓ Improve your influence on others
- ✓ Demonstrate creative communication methods
- ✓ Influence how others to positively perceive you

Training Content & Highlighted:

Module 1: Understanding Communication

- ✚ Basic Human Needs
- ✚ What takes place in Communication
- ✚ Importance of Communication skills
- ✚ Communication at the workplace – HO-REN-SO
- ✚ **Activity : Dumb Organization**



Module 2: Dynamics of Communication

- ✚ Definition of Communication
- ✚ Communication – The 6 C's
- ✚ Communication channels
- ✚ Communication modes
 - Verbal, Tone & Body Language
- ✚ Verbal Communication
 - Equivocal & Unequivocal words
 - High & Low abstraction words
- ✚ Non-Verbal Communication – The 6 Forms of non-verbal communication
 - Paralinguistic
 - Kinesics
 - Haptic
 - Chronemics
 - Iconics
 - Dressing
- ✚ **Activity : Guess What You See**

Module 3: Listening in Communication

- ✚ The art of listening
- ✚ Barriers in listening
- ✚ The 5 levels of listening
- ✚ Showing enthusiasm
 - Face the speaker
 - Maintain eye contact
 - Minimize external distraction
 - Respond & engage
 - Focus on what is said
- ✚ **Activity : Crazy Train**

Module 4: Understanding of 4 Major Personality Types

- ✚ 4 major personalities
 - Director
 - Socializer
 - Thinker
 - Supporter
- ✚ Strength and weakness of each personality

Module 5: Communications on the Job

- ✚ Conversation skills
- ✚ Basic Telephone Skills
- ✚ Mobile Phone Etiquette
- ✚ E-Mail Etiquette
- ✚ **Activity : Scavenger Hunt**



Module 6: Communications on the Job – Presentations

- ✚ Effectiveness
- ✚ Know your audience
- ✚ Enthusiasm
- ✚ Using graphs and charts
- ✚ Keeping an attentive audience

Module 7: Understanding of Conflict

- ✚ Conflict Management – Thomas Kilmann Mode
- ✚ **Activity : Wa Caya Sama Lu**

Module 8: Energizing your communications

- ✚ Enthusiasm
- ✚ Valuing people and making people feel important
- ✚ Appreciating others
- ✚ **Activity : How Much Are You Worth**

