

## **Training Charter**

*Communication works for those who work at it". - John Powell*

In business, productivity is directly related to the effectiveness of communication that happens in the workplace. This training focuses on organizational and personal development, encompassing communications, management, personality, relationships and behavior. It helps to enrich your dealings with people and your understanding of yourself.

The training focuses on three core areas of communication:

1. Improving your understanding of your transactions with people
2. Providing you alternate ways of conducting your transactions with people
3. Understanding yourself and others and communicating accordingly

**Duration: 16 hours**

### **Module -1 Basics of Interpersonal Communication**

- Structuring communication:  
( ▪ Having a clear objective ▪ Highlighting critical points ▪ Being clear and concise ▪ Understanding the audience ▪ Rapport building )
- Listening  
(▪ Active Listening ▪ Reflective Listening ▪ Passive Listening)
- Non- Verbal Communication

### **Module-2 Presentation Skills**

- Storytelling
- Engaging with Audience
- Scripting Thoughts
- Basic Presentation Do's and Don't
- Hands on Practice : Delivering Confident Presentations

### **Module -3 Principles of Effective Communication**

- Conversation Starters
- Speaking with Tact & Clarity
- Workplace Euphemism
- Active Listening
- Emails
- Leading Impactful Meetings
- How to give feedback?
- How to communicate professionally

#### **Module -4 Communication Power Play**

- Persuasive Phrases
- Power of Pause
- Rate of Speech
- Tone & Fillers
- Adding Emphasis
- Summarizing & Paraphrasing
- Workplace Euphemisms
- Art of Storytelling

#### **Module -5 Mastering the Art of Email**

- Email Etiquettes
- Rule of Thumb : Format, Grammar & Proofreading
- Create Structure for Success : Forward-To-CC-BCC ,Urgent ! ,High Importance vs Low Importance
- Structure for Win : Effective Subject Lines , Greetings < Body < Call to Action
- Polishing Cyber Manners :( Watch your Cyber language ,Avoiding Sexist Language, Set the Right Tone ,Dodging Conversational Pitfalls & Extinguishing Flames Lesson )
- Perfect Email Starters
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#### **Expected Outcomes:**

- Strike conversations with others effortlessly
- Identify the negative thoughts and fears that stop them from communicating assertively
- Gain more confidence to make presentations before an a group of people
- Know their Communication Style
- Know the international best practices in Stand Up Presentations
- Communicate and share ideas knowing their teams'/groups' learning styles
- Communicate with Credibility
- Simplify complex information
- Handle Challenging Questions