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Course: Communication Skills (Intermediate Level)

Course Duration: 2 days

Course Overview:

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

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

Course Objectives:

By the end of this course, participants will:

- Improve their understanding of interpersonal communication.
- Develop alternative ways of engaging with others.
- Enhance self-awareness and adaptability in communication.
- Build confidence in public speaking and presentations.
- Learn best practices for professional communication in the workplace.

Day 1: Foundational Communication Skills

Module 1: Basics of Interpersonal Communication

- **Structuring Communication:**
 - Have a clear objective
 - Highlight critical points
 - Be clear and concise
 - Understand the audience
 - Build rapport
- **Listening Skills:**
 - Active Listening
 - Reflective Listening
 - Passive Listening
- **Non-Verbal Communication:**
 - Body language
 - Eye contact
 - Gestures and expressions

Module 2: Presentation Skills

- Storytelling for Impact
- Engaging with the Audience
- Scripting Thoughts
- Basic Presentation Do's and Don'ts
- Hands-on Practice: Delivering Confident Presentations

Module 3: Principles of Effective Communication

- Conversation Starters
 - Speaking with Tact and Clarity
 - Workplace Euphemism
 - Active Listening in Conversations
 - Leading Impactful Meetings
 - How to Give/Receive Feedback
 - How to Communicate Professionally
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Day 2: Advanced Communication & Behavioral Insights

Module 4: Communication Power Play

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

Module 5: Overcoming Communication Barriers

- Looking at Communication Barriers
- Factors Affecting Communication
- How a Message Flows
- Barriers to Communication and How to Overcome Them
- Skilled Communication – The Five 'C's

- Transactional Analysis/Albert Mehrabian Technique in Communication
- Transactional Analysis and Albert Mehrabian Interlink
- The Importance of Agendas and 'Action Minutes'
- Business Etiquette and Grooming
- Hindering and Helping Behaviors for Effective Communication

Module 6: Behavioral Style – Knowing Yourself and Others

- Behavior Style Analysis – Amiable, Expressive, Analyst, Driver
- Knowing Your Style
- Understanding Others' Styles
- Adapting Styles to Interact Better with Others
- Johari Window – Building Relationships in the Workplace
 - Know Yourself
 - Build Relationships with Others
 - Use Feedback Techniques to Develop Better Relationships

Expected Outcomes:

- Effortlessly strike up conversations with others.
- Identify negative thoughts and fears that hinder assertive communication.
- Gain confidence in making presentations before a group.
- Understand and apply personal communication styles effectively.
- Learn international best practices in stand-up presentations.
- Communicate and share ideas effectively within teams.
- Communicate with credibility and clarity.
- Simplify complex information for better understanding.
- Handle challenging questions with confidence.

Delivery Mode:

- Instructor-led training (in-person or virtual)
- Interactive workshops, role-playing exercises, and case studies
- Hands-on practice with real-world workplace scenarios