

COMMUNICATION SKILL

TIME	TOPICS	TIME	TOPICS
0900 - 1000	What is corporate communication Communication types & applications Energiser / activity	1400 - 1500	Use humour to your advantage Speak in more optimistic terms Brainstorming / discussion / activity
1000 - 1100	Verbal communication Non verbal communication Energizer / activity	1500 - 1600	Written communication E-mail writing & letter writings Brainstorming / discussion / activity
1100 - 1200	Power of positive language Corporate language vocabulary Energizer / activity	1600 - 1630	How to speak /present at phone & video calls Asking relevant questions. Brainstorming / discussion / activity
1200 - 1300	How to master your listening skill Mindful of what you think & speak Brainstorming / questions & answers	1630 - 1700	Making meetings interactive and engaging Leading the discussion and keeping the control Brainstorming / questions & answers

COURSE OVERVIEW

In this one day training session “**communication skill**” we will share proper system to quickly identify communication types and read body language & nonverbal cues, and how to “listen between the lines” for being better at communication within corporate environment. This course contains the detailed analysis of the best practices to be considered in corporate communication & strategies to excel in your career.

You will learn; how to specify the exact meaning avoiding misunderstandings, proper use of humour & office banter, handle conflict situations & difficult conversations with difficult people, effective use of body-language gestures and the proper use of praise / appreciation.

COURSE BENEFITS

Participants are going to get following learning benefits by attending this training course.

- ▶ They will be able to communicate clearly, confidently and assertively when and where needed.
- ▶ They will be aware of their body language to present themselves better at their work.
- ▶ They will be able to become an effective and efficient part of the team to complete joint tasks being able to add more value.

WHO SHOULD ATTEND

This course is for everyone and anyone who wants to learn skills to improve how they present themselves through their communication.

This is a must to attend specially for those who are working in an office environment where they are supposed to be communicating verbally as well as non-verbally to internal as well as external customers.

- ▶ Office managers / team leads
- ▶ Public relation officers / sales professionals