

# COMMUNICATIONS SKILLS

***"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 in 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

## Benefits:

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After this training, one will be able to:

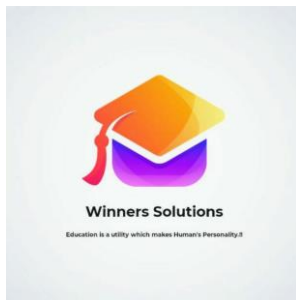
- Understand Communication Dynamics
- Understand and Improve Body Language
- Develop Effective Listening and Responding Skills
- Understand Active vs. Passive vs. Reflective Listening
- Improve the effectiveness of your communication
- Understand how to structure information that is communicated
- Keep communication concise and to the point

## Training Topics:

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### **The Basics of Interpersonal Communication**

- To educate participants on tips and strategies that will enable them to create powerful results in Business Relationships.
  - Structuring communication:
    - Having a clear objective
    - Highlighting critical points
    - Being clear and concise
    - Understanding the audience
    - Rapport building
  - Developing effective probing skills



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- Asking the right questions
- Paraphrasing
- Summarizing
- Listening
  - Active Listening
  - Reflective Listening
  - Passive Listening
- Dealing with difficult conversations
- Giving and receiving feedback
- **Powerful Body Language**
  - Non-verbal
    - Smiling
    - Posture
    - Handshake
    - Eye Contact
- **Spoken Communication**
  - Elements of Spoken Communication:
    - Inflection
    - Pausing
    - Reducing rate of speech
    - Volume and tone
    - Pitch
    - Clarity and enunciation
- **The Art of Assertiveness:**
  - Agreeing before you disagree
  - The art of saying 'No' politely
  - Overcoming submissive behavior
  - Avoiding Aggressive Behavior
- **Ask vs Tell Styles:**
  - Asking questions that help understand the stakeholder's objectives
  - Breaking down one's questions to enhance understanding
  - Summarizing understanding to ensure information has been understood correctly



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- **Effectively Communicating with Various Stakeholders**
  - Understanding the stakeholder's perspective
  - Positioning information based on the stakeholder's perspective
  - Using inductive and deductive communication
- **Role Play Simulations for Confidence Building:**
  - Multiple role play scenarios will be simulated based on the challenges that the participants face on a regular basis
  - As many participants as possible will be involved
  - Feedback from the facilitator as well as peers will be used as learning tools

## Training Hours:

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The duration of the training program will be 16 hours (2 days).

## Training Methodology:

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- Instructor Led Training
- Role Plays
- Games and Group Activities
- Audio and Video Clips
- Interactive Simulations

## Resources Required:

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- Momentum Training Solutions will conduct the training
- Maximum number of participants to a session will be 15
- The training will be conducted at a venue organized by your organization
- The following will be provided by your organization:
  - Handouts will be printed/photocopied
  - The LCD projector
  - Audio speakers