



Benefits:

After this training, one will be able to:

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

Training Topics:

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
 - Asking the right questions
 - Paraphrasing
 - Summarizing
 - Listening
 - Active Listening
 - Reflective Listening
 - Passive Listening
 - Dealing with difficult conversations
 - Giving and receiving feedback



Greetings and Introductions in Business

- To enable participants create a lasting positive impression when they meet people for the first time in business situations.
 - Non-verbal
 - Smiling
 - Posture
 - Handshake
 - Eye Contact
 - Self-introductions
 - Handling introductions
 - Exchanging business cards

Interpersonal Effectiveness in Meetings

- To equip participants with strategies to conduct themselves in a healthy and positive manner during meetings with their colleagues and their customers.
 - Conference Call Etiquette
 - Ground rules for conference calls
 - Making introductions
 - Punctuality
 - Do's and don'ts on conference calls
 - Using the 'Mute' function

Training Hours:

The duration of the training program will be 16 hours

Training Methodology:

- PowerPoint Presentation
- Role Plays
- Games and Group Activities
- Audio and Video Clips
- Individual Feedback



Resources Required:

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