



## Training Topics:

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### The Art of Effective Communication

- **Verbal communication**
  - Probing Skills
    - Open-ended Questions
    - Close-ended Questions
    - Counter-productive questions
  - Paraphrasing
  - Summarizing
  
- **Listening**
  - Active Listening
  - Reflective Listening
  - Passive Listening
  
- **Business Etiquette and Personal Grooming**
  - **Making a Great First Impression:**
    - How to present yourself to people
    - Greetings, Introductions
    - The art of small talk - How to make proper introductions, Paying & Receiving Compliments, Small Talk & Networking
    - Developing Your Professional and Personal Image
    - Personal Hygiene
    - Polish interpersonal skills
  - **Etiquette of Dressing:**
    - The do's and don'ts in dressing
    - Understanding various dress codes
    - Clothes and Corporate Culture
  - **The Do's and Don'ts in Conversation:**
    - Enhance communication skills



- Build self-confidence and self-esteem
- Various verbal exercises to polish enunciation and pronunciations.
- Voice modulation using the correct range and level of tone

## Accent Neutralization

- **Important components of a dialogue:**
  - P – Pitch
  - I – Inflection
  - C – Courtesy
  - T – Tone
  - U – Understanding
  - R – Rate of speech
  - E – Enunciation
- **Identifying and dealing with Mother Tongue Influence (MTI)**
- **Using Intonation and syllable stress**
- **Pausing for effect**

## Interviewing Skills & Group Discussions

- **Preparation for interviews**
  - Conducting Research
  - Commonly asked questions
- **Speaking up during interviews and GDs**
  - Citing examples and evidence
  - Being assertive
- **Body Language**
  - The Handshake
  - Developing an attractive facial expression
  - Maintaining eye contact
  - Hand movement and gestures
- **Do's and Don'ts in interviews**



- **Mock Interviews & GDs**

## Training Hours:

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The duration of the training program will be 40 hours per batch

## Training Methodology:

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- PowerPoint Presentation
- Role Plays
- Games and Group Activities
- Movie and Audio Clips

## Resources Required:

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- MMM Training Solutions will conduct the training.
- Maximum number of participants to a class will be 20.
- The training will be conducted at a venue organized by the organization.
- The following will be provided by client:
  - Handouts will be printed/photocopied
  - An LCD projector
  - Audio speakers