



Overview:

This training program aims at aiding individuals to understand how communication works and how to communicate with confidence and flair.

The objective would be to help people understand the importance of communication in the workplace. The focus will not be on teaching communication but on how to make communication more effective.

The Benefits Are:

By the end of this program, participants will be able to communicate more effectively by:

- Listening in a more effective way
- Using questions more productively
- Reading and using body language more productively
- Conducting more effective conversations

Training Topics:

Understanding communication:

- What is communication?
- The communication process
- Activity: 6 simple questions
- Exercise: Focus

Verbal Communication:

- Rules for communication
- Exercise: Follow the instructions
- Probing Skills
 - Open-ended Questions
 - Close-ended Questions
 - Counter-productive questions
- Exercise: Who are you?



- Spoken Communication
 - P – Pitch
 - I – Inflection
 - C – Courtesy
 - T – Tone
 - U – Understanding
 - R – Rate of speech
 - E – Enunciation

Listening:

- Activity: Listening Exercise
- Types of listening:
 - Passive Listening
 - Active Listening
 - Reflective Listening
- Exercise: Distractions
- 7 good listening practices

Non-verbal Communication:

- Smiling
- Posture
- Handshake
- Tone of voice
- Eye Contact
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Conference Call Etiquette

- Ground rules for conference calls
- Making introductions
- Punctuality
- Do's and don'ts on conference calls
- Using the 'Mute' function



Team Meeting Etiquette

- Meeting agenda
- Meeting roles
 - ◇ Who facilitates
 - ◇ Who attends
 - ◇ Who minutes
- Minutes of meetings
- Meeting timelines
- Meeting follow up

Role Play: The Accomplished Employee

Training Hours:

The Business Etiquette and Personal Grooming Program will be 16 hours