



## Overview:

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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.

## Benefits:

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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:

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### 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:**

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

## **Non-verbal Communication:**

- o Smiling
- o Posture
- o Handshake
- o Tone of voice
- o Eye Contact

## **Conference Call Etiquette**

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

## **Team Meeting Etiquette**

- o Meeting agenda
- o Meeting roles
- o Who facilitates
- o Who attends
- o Who minutes



- Minutes of meetings
  - Meeting timelines
  - Meeting follow up
- Role Play: The Accomplished Employee

## List of Activities:

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Introduction Ice Breaker: Two Truths & Lie

Exercise: Focus

Exercise: Follow the Instruction

Exercise: Who are you?

Exercise: Communication Eye Opener

Exercise: Listening

Exercise: Distractions

Conference Call Etiquette: Conduct simulation of a telephone / video conference

Role Play: The Accomplished Employee

## Training Hours:

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The duration of the training program will be 8 or 16 hours of Training