

MMM Training Solutions
Communication Skills Training



Contact Details

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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 based on the target audience.

Benefits:

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
- Use Positive Reinforcement
- Improve the effectiveness of your communication
- Understand how to structure information that is communicated
- Keep communication concise and to the point
- Dealing effectively with customers

Training Topics:

- Understanding communication:

Verbal

- Probing Skills
 - Open-ended Questions
 - Close-ended Questions
 - Counter-productive questions



- Paraphrasing
- Summarizing

Non-verbal

- Smiling
- Posture
- Handshake
- Eye Contact

Listening

- Active Listening
 - Reflective Listening
 - Passive Listening
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- The art of conducting effective conversations

 - Telephone Etiquette
 - Important components of a dialogue:
 - ◇ P - Pitch
 - ◇ I - Inflection
 - ◇ T - Tone
 - ◇ C - Courtesy
 - ◇ U - Understanding
 - ◇ R - Rate of speech
 - ◇ E - Enunciation
 - Asking the right questions
 - Developing effective probing skills



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- Dealing with a difficult conversation

 - 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

The Participant Receives:

- Professionally Prepared Materials
- Individual Feedback based on communication based activities and role plays that they participate in

Training Hours:

The duration of the training program will be 16 hours



Training Methodology:

- PowerPoint Presentation
- Role Plays
- Games and Group Activities

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 client.
- The following will be provided by client:
 - Handouts will be printed/photocopied
 - The LCD projector & computer with CD and DVD drive
 - Folders/files for trainees to store their information/feedback
 - Audio speakers
 - List of common communication errors that tend to happen in the workplace so that they can be specifically focused upon during the training program
 - Pens and notepads for trainees