

Communication Skills

The “Effective Communication Skills” training empowers delegates to ...

Outcomes

- Effectively transmit verbal messages
- Understand, decode and reflect verbal messages received
- Ask questions to clarify understanding and gain commitment
- Analyse non-verbal messages (body language)
- Conduct a fact finding interview
- Conduct a counseling interview.

Who should attend?	Duration
<ul style="list-style-type: none"> • Managers and Leaders • HR and IR Employees • Counsellors • Investigators • Employees working mostly with people. 	<ul style="list-style-type: none"> • Two days.

Training Content

Module 1: Transmitting Information

This module explains:

- Introduction
- Steps of verbal communication
- Barriers in effective communication
- The art of communication.

Module 2: The Art of Listening

This module explains:

- Introduction
- Principles of active listening
- The art of listening to hear.

Module 3: Questioning Techniques

This module explains:

- When to ask questions?
- Types of questions
- Tone of questioning
- Don'ts of questioning
- Answering questions.

Module 4: Body Language

This module explains:

- Cultural influences in understanding body language
- Clustering of gestures
- Faking body language
- Telling lies
- Hand to face gestures
- Arm barriers
- Leg barriers.

Module 5: Interviewing Techniques

This module explains:

- Conducting an Interview
- Approach to questioning
- The counselling interview.