

Title: Developing Effective Interpersonal & Communication Skills

"Communication works for those who work at it." John Powell

In business, productivity is directly related to the effectiveness of communication in the workplace. This training focuses on organizational and personal development, encompassing communications, management, personality, relationships, and behavior. It helps enrich your dealings with people and your understanding of yourself.

Core Areas of Communication:

Improving your understanding of your transactions with people

Providing alternate ways of conducting your transactions with people

Understanding yourself and others and communicating accordingly

Modules Overview

Module 1: Basics of Interpersonal Communication

Structuring Communication:

- Have a clear objective
- Highlight critical points
- Be clear and concise
- Understand the audience
- Build rapport

Listening:

- Active Listening
- Reflective Listening
- Passive Listening

Non-Verbal Communication

Module 2: Presentation Skills

- Storytelling
- Engaging with the Audience
- Scripting Thoughts
- Basic Presentation Do's and Don'ts
- Hands on Practice: Delivering Confident Presentations

Module 3: Principles of Effective Communication

- Conversation Starters
- Speaking with Tact and Clarity
- Workplace Euphemism
- Active Listening
- Leading Impactful Meetings
- How to Give/Receive Feedback
- How to Communicate Professionally

Module 4: Communication Power Play

- Persuasive Phrases
- Power of Pause
- Rate of Speech
- Tone and Fillers
- Adding Emphasis
- Summarizing and Paraphrasing
- Workplace Euphemism
- Art of Storytelling

Module -5 Additional Topics

- Looking at Communication Barriers
- Factors Affecting Communication
- How a Message Flows
- Barriers to Communication and How to Overcome Them
- Skilled Communication – The Five ‘C’s
- Transactional Analysis/Albert Mehrabian Technique in Communication
- Transactional Analysis and Albert Mehrabian Interlink
- The Importance of Agendas and ‘Action Minutes’
- Business Etiquette and Grooming
- Hindering and Helping Behaviours for Effective Communication

Module -6 Behavioural Style – Knowing Yourself and Others

- Behaviour Style Analysis – Amiable, Expressive, Analyst, Driver
- Knowing Your Style
- Understanding Others' Styles
- Adapting Styles to Interact Better with Others
- Johari Window – Building Relationships in Workplace
- The Johari Window
- Know Yourself
- Know How to Build Relationships with Others
- How to Use Feedback Techniques to Develop Better Relationships

Expected Outcomes

- Effortlessly strike conversations with others
- Identify the negative thoughts and fears that stop assertive communication
- Gain confidence to make presentations before a group
- Know your Communication Style
- Learn international best practices in StandUp Presentations
- Communicate and share ideas knowing your teams'/groups' learning styles
- Communicate with Credibility
- Simplify complex information
- Handle challenging questions