



# Effective Communication

## **Introduction/ Overview of program:**

**C**ommunication is the activity of conveying information through the exchange of thoughts, messages, or information, as by speech, visuals, signals, writing, or behavior. It is the meaningful exchange of information between two or a group of person.

Communication plays a major role in business life as well as in personal life. The individual success depends upon the quality of communication.

Communication might take various forms like verbal and non verbal communication. It may be even oral or written communication. Communication is journey and no one can claim to be perfect in communication. Two day workshop is definitely going to help participants to build their leaning on art of communication. Going through communication workshop shall help participants to understand how communication helps in improving their effectiveness at work place and also at personal level.

## **The objectives of the Programme:**

The two day workshop on communication skills helps the participants understand communication process and go through various interpersonal situation. The program objectives are as follows;

- Build collaborative relationships that emphasize trust and respect
- Communicate effectively using simple, concise and direct language
- Enhance the participants active-listening skills to anticipate and avoid common misunderstandings
- Eliminate the roadblocks that undermine ability to communicate effectively

## **Who should attend:**

Programme is highly relevant for executives of all levels who work in team environment and who have to succeed through interpersonal effectiveness.

**Duration:** Two days

## **Course Content:**

- Communication Model
- Barrier to communication
- Types of Communication
- Verbal and Non verbal Communication
- Written Communication
- Communicating non defensively and Establishing message feedback
- Learning active listening
- Interactive Skills
- Interpreting non verbal cues like intonation, rate of speech volume, gestures, facial expressions etc.
- Voice quality - Using your voice for effective communication
- Being Assertive

## **Benefits to Participants:**

The action packed Two days workshop inspires the participants to introspect their communication styles and analyze their strengths and areas of improvement. By the end of workshop the participants should expect the following benefits;

- Learn to apply a communication process model
- Learn to pay attention to verbal and nonverbal cues
- Communicating non defensively and Establishing message feedback
- Learn and practice Tools for active listening namely Asking clarifying questions, Confirming the message, Demonstrating respect, empathy and sensitivity, Listening for the entire message.
- Learning to interpret non verbal cues like intonation, rate of speech volume, gestures, facial expressions etc.

For more information Contact

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