

## **TMY-SS22: Effective Communication Skills at Workplace**

Course Code: TMY-SS22

Duration: 2 days

Instructor-led Training (ILT) | Virtual Instructor-led Training (VILT)

### **OVERVIEW**

***“The model of effective communication is often taken for granted, setting clear objectives in the beginning would derive better results”***

This program is designed to expose participants to better communication between individuals, team, department and Organizations. In these two days, the participants will be challenged to move to the next level in communication

### **SKILLS COVERED**

Upon completion of this program, participants will be able to:

- Understand the communication model and how we need to use it
- Learn tools and methods to deliver great moments of truth
- Use the current situations and case studies
- Plan and prepare for communication success.
- Develop an action plan for their growth and development in communications

### **WHO SHOULD ATTEND?**

This program is suitable for all individuals.

### **PREREQUISITES**

There are no prerequisites required to attend this course.

### **MODULES**

#### **MODULE 1 – COMMUNICATION OVERVIEW**

- Introduction to the Communication model
- The channels of Communication
- The profiling tool –DiSC in Communications

#### **MODULE 2 – THE ART OF LISTENING**

- The 4 types of Listening
- Elements of EQ & NLP in Listening
- Working with People’s Learning style in Listening -VAKAD

#### **MODULE 3 – THE ART OF LANGUAGE**

- Meta Programs in Language
- The Words we use –Green / Yellow / Red
- The Understanding and the Ability to Read Language and Respond

#### **MODULE 4 – HOW TO ASK THE RIGHT QUESTIONS**

- The Skill of Questioning
- Getting Information We Need from Questioning
- Avoiding the “ Abuthen “ Moments

#### **MODULE 5 – NON-VERBAL COMMUNICATION**

- Effective Body Language Skills
- Facial Expressions
- Gesturing and Motor Skills

**MODULE 6 – FIRST IMPRESSION & PERCEPTION  
MANAGEMENT**

- Creating the being in the First Contact
- Perception Management Skills
- Reading people and managing them well

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