ICTD
المركز العالمي للتدريب والتطوير
International Centre For Training & Development



DEVELOPING EFFECTIVE Interpersonal & Communication Skills

ISO 9001 | JAS-ANZ | ACTVET Abu Dhabi Centre for Technical and Vocational Education and Training | IAO International Accreditation Organization | Project Management Institute Registered Education Provider | University Of Rockhampton Making the Difference | ilm Recognised Provider

Course Introduction:

Surveys conducted both overseas, and in the Gulf region, have shown that managers spend on average about 75 % of their time in one-to-one verbal communication, i.e. face-to-face, or on the telephone. Therefore, effective interpersonal skills are essential tools for today's modern manager. In the multicultural work environments of the Gulf, good interpersonal skills and cultural sensitivity are essential elements for successful managers, and highly productive employees. It is only now that many organizations are realizing that 'people are their greatest asset'. Being able to deal effectively with people from different cultures and backgrounds is vital for success in today's competitive global business environment.

Course Objectives:

- To set clear guidelines for effective communication
- To consider the role of good interpersonal skills in the multicultural workplace of the Gulf
- To understand different behavioural styles and learn to modify your behaviour to achieve best results
- To understand how to stay present 'in the moment', 'listen for intent', and influence your listener positively
- To understand how to communicate effectively when the stakes are high and you need to neutralize arguments effectively
- To understand how to give and receive constructive feedback as a way to build better relationships
- To demonstrate assertive behaviour
- To make use of all of the above skills to ensure effective teamwork
- To create individual action plans for ongoing personal development

Who Should Attend?

This course is for those people who want to understand how to communicate more effectively with their customers, their staff, their colleagues, and their managers.

Course Outline:

- What Is Effective Communication?
- Factors Affecting Communication
  > How Messages Flow
  > Barriers To Communication & How To Overcome Them
- The Dynamics Of Face-To-Face Communication
  > Body Language - 'The Hidden Communicator'
  > Tone Of Voice
  > The Power Of Language In Communication
- Ensuring Effective Two-Way Communication
  > Developing Good Listening Skills
  > Asking The Right Questions
  > Transmitting Your Message Accurately
- Understanding Different Perspectives & Viewpoints
- Cultural Diversity
- The Effectiveness Of Good Written Communication

- Communication Styles & The Appropriate Use Of Them
  > The Differences Between Aggressive, Assertive, & Passive Behaviour
  > Assertiveness Techniques
- Behaviour Style Analysis - Amiable, Expressive, Analyst, Driver
  > Knowing Your Style
  > Understanding Others' Styles
  > Adapting Styles To Interact Better With Others
- Building The Best Relationships By Making Use Of
  > The Johari Window
  > Know Yourself
  > Know How To Build Relationships With Others
  > Use Feedback Techniques To Develop Better Relationships
- Use Of Emotions As A Source Of Valuable Information
- Effectively Communicating Under Pressure & When The Stakes Are High
- Effectively Managing Conflict In The Workplace
- Teamwork
  > Being A Team Player - The Impact Of Your Interpersonal Relationships
  > The Stages Of Group Development
  > Good Communication And Effective Teamwork
  > Ways To Build Trust

Course Certificate:

International Center for Training & Development (**ICTD**) will award an internationally recognized certificate(s) for each delegate on completion of training.

Course Methodology:

A variety of methodologies will be used during the course that includes:

- (30%) Based on Case Studies
- (30%) Techniques
- (30%) Role Play
- (10%) Concepts
- Pre-test and Post-test
- Variety of Learning Methods
- Lectures
- Case Studies and Self Questionaires
- Group Work
- Discussion
- Presentation

Course Fees:

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To be advised as per the course location. This rate includes participant's manual, and-Outs, buffet lunch, coffee/tea on arrival, morning & afternoon of each day.

Course Timings:

Daily Course Timings:

08:00 - 08:20	Morning Coffee / Tea
08:20 - 10:00	First Session
10:00 - 10:20	Coffee / Tea / Snacks
10:20 - 12:20	Second Session
12:20 - 13:30	Lunch Break & Prayer Break
13:30 - 15:00	Last Session