



**Asia Masters Center**

## **Effective Communication Skills In The Work Environment**



## Effective Communication Skills In The Work Environment

### ➔ Course Objective

- Use advanced communication tools and skills to deliver various types of messages
- Discover the different personal listening styles and identify their own
- Practice and use assertiveness skills in different situations
- List the main causes for boring and ineffective presentations and ways for overcoming them
- Project the right verbal and non-verbal characteristics essential in powerful presentations
- Pinpoint the main reasons that lead to Public Speaking Anxiety (PSA) and ways for eliminating them prior to presenting
- Define and understand the different sources of conflict
- Identify personal conflict resolution styles
- Manage conflict in teams and engage in effective team problem solving

### ➔ Target Audience

- Verbal and non-verbal communication
- Proactive listening
- Building rapport
- Influencing, inspiring and persuading others
- Providing and receiving feedback
- Assertiveness

- Presentation design and delivery
- Public speaking



## **Course Outline**

### **Defining effective communication**

- Communication: definition and characteristics
- Myths about communication
- Communication functions
- The four laws of communication
- Evolution of communication
- Communicating for results
- Understanding elements of communication
- Mehrabian's 55-38-7 rule
- Overcoming communication anxiety and other obstacles
- Communication etiquette

### **The art of listening**

- Common listening issues
- Guidelines for effective listening
- Effective listening and paraphrasing techniques
- Understanding different listening styles: active versus passive styles
- Improving the information recall rate
- Assessing personal listening profiles

### **Body language in communication**

- The hands, legs and the eyes
- To move or to stay put?
- Tips for effective body positioning
- Guidelines for animating the legs and hands
- Characteristics of captivating verbal delivery

- Avoiding clichés and euphemisms
- The dangers of smart casual
- Dress and appearance: what are the rules?

### **Public Speaking Anxiety (PSA)**

- Reasons why most people get nervous
- Adrenalin and its effect on presentations
- Dealing with PSA: short and long term solutions
- What do great presenters do?

### **Definitions of conflict**

- Nature and scope of conflict management
- Misconceptions about conflict
- Sources of conflict
- Positive and negative factors of conflict
- When conflict comes between you and your desired results

### **Thomas–Kilmann conflict resolution mode instrument**

- Scoring and interpretations
- Ways of coping with conflict
- Assumptions and outcome of conflict
- Managing conflicts and using appropriate style for more effective outcomes
- Approaches to conflict resolution
- Giving and receiving feedback
- Assumptions in disagreement
- Creating a collaborative work environment for faster and better results
- The design of financial models for forecasting and decision-making
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### ➤ **The Feature Of Asia Master Training And Development Center**

- we pick up the customer from the airport to the hotel.
- we give the participant training bag includes all the necessary tools for the course.
- Working within groups to achieve the best results.
- All our courses are confirmed and we do not postpone or cancel the courses regardless of the number of participants in the course.
- We can assist you in booking hotels at discounted prices if you wish to book through us.
- We offer the certificate from Asia Masters Center for Training and Administrative Development.

### ➡ **The Cost Of The Training Program Includes The Following:**

- 1) Scientific article on flash memory.
- 2) Training Room.
- 3) Training.
- 4) Coffee break.
- 5) The training bag includes all the tools for the course.

**Price (USD)**

**Communicate with the training department  
to know the participation fees**

➤ **There are offers and discounts for groups**

**The details of the bank account**

**Bank name: CIMB Bank Berhad**

**Account name: Asia Masters Center SDN. BHD**

**Bank account number: 80-0733590-5**

**Swift code: CIBBMYKL**

**IBAN: Null**