

Communication Skills



The Communication Program would enable participants to present themselves confidently and to make others comfortable in a business setting. The program covers essentials of verbal, nonverbal and written communication. The program would also enhance participant's business etiquette and grooming.

The objective is to learn the secrets of communication like Verbal Communication, Body Language, Listening Skills, and Rapport Building & Communication Styles.

Who should attend?

People at all levels in the organization

Course Contents:

1. Importance of Communication, Basics of effective Communication
 - Importance of Communication in Interpersonal situations
 - What is effective communication?
 - Importance of feedback and lessening the communication gap
2. Verbal Communication
 - Usage of appropriate words
 - Tone, rate of speech and modulation
 - Enhancing the effectiveness of speech

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3. Body Language

- What is body language?
- Its importance and impact on interpersonal relations
- Tips on improving body language
- Demonstrating positive body language with clients/customers

4. Listening skills

- Difference between hearing and listening
- Importance of effective listening
- Habits of a good listener
- Techniques for effective listening

5. Rapport building and Communication Styles

- Self-awareness
- Understanding different communication styles
- How to develop Interpersonal relations
- Tips on rapport building through effective use of verbal and nonverbal communication

6. Email Etiquette and Writing Skills

- Understanding the importance of mails in the corporate world
- Fat-free writing
- Misused words and terms
- Net-etiquette
- Structure of an Email
- Email writing Practice

7. Business Etiquette and Grooming

- Displaying Office Etiquette on Visits
- Relationship building with clients
- Professional attire
- Business colours and fabrics
- Hygiene factors

Certificate

Certificate of attendance shall be issued to all the delegates attending entire duration of the training course

Duration: 1 or 2 days