

Online Training Program on Communication Skills (Weekend Batch)

Date: 8th November 2020, Time: 9.30am to 1.30pm



Course Features

The course is designed to convey the importance of Communication in office and personal life, how it can affect us positively and adversely, and how we can improve by learning the art of good communication.

Course Objectives

Participants will learn the essentials of communication like Verbal Communication, Body Language, Listening Skills, Rapport Building and Email etiquette, including an important Self-Assessment technique.

Who should attend ?

People at all levels in the organization



Duration : 4 Hours including break of 30 Minutes

Registration Fee : Rs.1000 + 18 % GST

To know about all our Online Training Programs scan adjacent QR Code

To Register and Pay : [Click Here](#)

Registered & Head Office-

801, Raheja Plaza I, LBS Marg, Ghatkopar (W), Mumbai 400 086

Email: trainingindia@tuv-nord.com Tel: +91-22-66477000

Website: www.tuv-nord.com/in

Toll Free: 1800-209-0902

TÜV®

Course Contents

✦ **Communication Skills**

- Communication
- Most common communication methods
- 7 C's of communication
- Essentials of communication
- Internal and External communication
- Barriers of communication
- Understanding Customer's expectations post COVID-19,
- Communication expectations in the 'new normal' – how to meet these expectations
- Employee fears post COVID-19 and how to overcome the same
- How to develop positive attitude and your smiles from behind the mask
- Body Language and why it is important
- Elements of body language
- Listening skills
- Email etiquette
- Group Exercise on Communication - Task based activity, to develop the understanding and importance of effective communication.

✦ **Self-Assessment**

- JOHARI Technique – helping people understand their relationship with themselves and others, communicating better and working as a team

✦ **Group Exercise on Self-Assessment**

- Identifying the best attributes required in ourselves by JOHARI Technique

Issue of Certificate

Certificate of successful attendance shall be issued to all the delegates who attend entire duration of the course.



TUV NORD GROUP

Expertise for your Success

All our Online Training Offerings are for the resident of India & Sri Lanka Only.