

Amity Institute of Training and Development

The Art of Communication: Unleashing the Effective Communicator within you.

CONTEXT

Professionals and managers at all levels must rely upon sound communication for effective relationships. Concise, clear and confident communications create the right impact and help you in engaging and managing people. Effective communication skills help you to inspire others and sell your ideas and influence others.

This communication course provides the effective communication skills in the work place needed to handle all types of situations with a flexible genuine, and self-confident approach and build collaborative relationships based on trust and respect.

KEY BENEFITS

- Build collaborative relationships that emphasize trust and respect.
- Communicate effectively using simple and concise language.
- Enhance listening to anticipate and avoid misunderstandings.
- Foster cross-cultural understanding in your workplace.
- Eliminate communication road blocks and focus on nonverbal cues.

PROGRAM CONTENT

Through interactive workshops, self-assessments, role-playing activities and video simulations, you gain practical experience initiating and responding to various forms of communication. Content includes:

Building a Foundation

- Adopting simple, concise & direct Language
- Basic communication principles
- Applying communication process model.

Setting Clear Goals for Your Communications

- Determining outcomes & results
- Initiating Communications

Avoiding Communication Breakdown

- Creating value in your conversations
- Taking personal responsibility

Translating across Communication Styles

- Four communication styles
- Bridging communication styles

Listening for Improved Understanding

- Tools for active Listening
- Interpreting non-verbal cues.

Achieving Genuine Communication

- Creating openness
- A three-dimensional model of behavior
- Matching your body language to your message

Cross – Cultural Communication

- Navigating beyond cultural boundaries.
- Working with filters and assumptions.

Working constructively with Emotions

- Dealing with anger
- Managing emotionally charged situations

PARTICIPANT PROFILE

- Professionals, at all levels looking to improve their impact and performance through effective communication.

DURATION - 2 Weeks