

## Enhancing Communication & Interpersonal Skills At Work

DURATION: 2 DAYS

TIME SCHEDULE

Time: 9:00am to 5:00pm

Lunch Break: 1:00pm to 2:00pm



### INTRODUCTION

Many surveys have indicated that communication skills and the ability to work with others, are the main factors contributing to job success. In spite of the increasing importance placed on communication skills, many individuals continue to struggle with this, unable to verbally communicate their thoughts and ideas effectively. This inability makes it nearly impossible for them to compete effectively at the workplace, and this stands in the way of their career progression.

This 2-day learning programme on **“Making Communications Work For You”** is designed to improve the participants’ interpersonal communication skills and develop new skills to become a more effective communicator. Interpersonal communication applies to all our relationships - both personally and professionally. It is equally important to realise that others respect or reject us based on our interpersonal communication skills.

This learning programme is a journey that begins by exploring the dynamics and techniques of effective interpersonal communication, moving on to the subtle nuances of perception and finally to the full impact of connection when presenting and building relationships.

### BENEFITS

At the end of the programme, participants are expected to be able to do the following:

- Describe the importance of effective communication to enhance supervisory effectiveness at the workplace
- Demonstrate effective intra and interpersonal communication skills and styles by using the "4R" Principles
- Overcome communication barriers between employees and departments using the "F.A.S.T" Principle

### KEY CONTENT

#### MODULE 1: WHAT IS EFFECTIVE COMMUNICATION?

- Establish a specific 'DIRECTION' or 'PURPOSE' when communicating
- Manage the 'PERCEPTIONS' and 'ASSUMPTIONS' made during communication
- Practice 'ACTIVE' listening towards effective communication

## **MODULE 2: THE EFFECTIVE COMMUNICATION METHOD**

- Effective 'VERBAL' communication
- Assertive 'NON-VERBAL' communication

## **MODULE 3: THE '4R' PRINCIPLE TOWARDS EFFECTIVE COMMUNICATION**

- RECEIVE a person without negative pre-judgment
- Build RAPPORT timely
- Listen and understand, to REFRAME your thoughts
- REINFORCE the right actions

## **MODULE 4: REINFORCE THE RIGHT ACTIONS 'F.A.S.T'**

- FOCUS
- ASK to clarify
- SEEK to understand towards effective decision making
- TAKE the right action, right

## **AUDIENCE**

Support Staff, Executives and Managers

## **METHODOLOGY**

Lectures, discussions, role plays, videos, games, indoor group dynamics, presentations and personal sharing's