



MAESTRO
CONSULTANTS

**EFFECTIVE
COMMUNICATIONS
&
IMPROVING
INTERPERSONAL
SKILLS**

COURSE OUTLINE 2020

Contact Us On :

Tel : +971 7 2042072 |

Email: training@maestrouae.net

Website: www.maestrouae.net

TRAINING TITLE

EFFECTIVE COMMUNICATIONS & IMPROVING INTERPERSONAL SKILLS

VENUE

Dubai, UAE

DURATION

5 Days

DATES

02 - 06 February 2020

PRICE

US\$4,000 per attendee including training material/handouts, morning/afternoon coffee breaks and Lunch buffet daily.

TRAINING INTRODUCTION

In this course, participants will learn the different models and approaches of communications, and the reasons for why communications fail. They will be introduced to the barriers that are causing interferences for the communication process and practical ways for removing those interferences for improving personal communication skills, and how they can maintain a healthy environment through the thorough understanding of communication skills. The course will also cover some communication skills that are often practiced in business, and some advance skills for improving interpersonal skills and negotiation skills.

The course is highly interactive and allows participants to challenge observed practices.

TRAINING OBJECTIVES

Upon completion of this course, you will gain an understanding of the following important aspects of communications

- Basic Communication skills
- Communication Models
- Communication Approaches
- Interpersonal relationship
- Communication Levels
- Communication as a tool for effective negotiations

- Work Environment as a source of Interference
- Communication as a tool for motivating your employees and others
- Basic skills for effective communications
- New HR practices for improving communications

TRAINING AUDIENCE

Communication is not limited to specific categories of workers. Everyone needs those skills. However, it will be specifically important for people who deal with others face-to-face, through phone, or writing methods such as Managers, supervisors, employees, consultants, professionals, workers, and government employees.

COURSE OUTLINE

- Introductions and course objectives
- Basic Communications skills
- Communication Models
- Communication Approaches
- Interpersonal relationship
- Communication Levels
- Communication as a tool for effective negotiations
- Communications and cultural differences
- Work Environment as a source of Interference
- Communicating clear Strategy and strategic goals
- Communicating for clarifying jobs and tasks
- Interferences in handling Employees
- Communication as a tool for improving work relations
- Communication as a tool for motivating employees and others
- Verbal and Body Language
- Basic presentation skills for effective communications
- Practicing Basic Presentation skills
- New HR concepts and practices for improving communications
- Writing skills and communications
- Listening skills and communication

TRAINING CERTIFICATE

MAESTRO CONSULTANTS Certificate of Completion for delegates who attend and complete the training course

METHODOLOGY

Our courses are highly interactive, typically taking a case study approach that we have found to be an effective method of fostering discussions and transferring knowledge. Participants will learn by active participation during the program through the use of individual exercises, questionnaires, team exercises, training videos and discussions of “real life” issues in their organizations. The material has been designed to enable delegates to apply all of the material with immediate effect back in the workplace.