



المركز العالمي للتدريب والتطوير  
International Centre For Training & Development



# COMMUNICATION SKILLS and Positive Engagement with Others



INTERNATIONAL ACCREDITATION ORGANIZATION



UNIVERSITY OF ROCKHAMPTON  
MAKING THE DIFFERENCE



## Course Objectives:

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- To set clear guidelines for effective communication
- To consider the role of good interpersonal skills in the multi-cultural workplace of the Gulf
- To understand different behavioral styles and learn to modify your behavior to achieve best results
- To understand how to give and receive constructive feedback as a way to build better relationships
- To demonstrate assertive behavior
- To make use of all of the above skills to ensure effective teamwork
- To create individual action plans for ongoing personal development

## Who Should Attend?

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This course is for those people who want to understand how to communicate more effectively with their customers, their staff, their colleagues, and their bosses.

## Course Outline:

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- **What Is Effective Communication?**
- **Factors Affecting Communication**
  - > How Messages Flow
  - > Barriers To Communication & How To Overcome Them
- **The Dynamics Of Face-To-Face Communication**
  - > Body Language - 'The Hidden Communicator'
  - > Tone Of Voice
  - > The Power Of Language In Communication
- **Ensuring Two-Way Communication**
  - > Developing Listening Skills
  - > Asking The Right Questions
  - > Transmitting Your Message Accurately
- **Understanding Different Perspectives & Viewpoints**
- **The Effectiveness Of Written Communication**

- **Building The Best Relationships By Making Use Of Powerful Communication Techniques**
  - > The Johari Window
- **Know Your Self**
- **Know How To Build Relationships With Others**
- **Use Feedback Techniques To Develop Better Relationships**
- **Communication Styles & The Use Of Them**
  - > The Differences Between Aggressive, Assertive, & Passive Behavior
  - > Assertiveness Techniques
- **Behavior Style Analysis - Amiable, Expressive, Analyst, Driver**
  - > Knowing Your Style
  - > Understanding Others' Styles
  - > Adapting Styles To Interact Better With Others
- **Teamwork**
  - > Being A Team Player - The Impact Of Your Interpersonal Relationships
  - > The Stages Of Group Development
  - > Communicating For Effective Teamwork

## Course Methodology:

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A variety of methodologies will be used during the course that includes:

- (30%) Based on Case Studies
- (30%) Techniques
- (30%) Role Play
- (10%) Concepts
- Pre-test and Post-test
- Variety of Learning Methods
- Lectures
- Case Studies and Self Questionnaires
- Group Work

## Course Fees:

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**To be advice as per course location.** This rate includes participant's manual, Hands-Outs, buffet lunch, coffee/tea on arrival, morning & afternoon of each day.

## Course Certificate:

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**International Center for Training & Development (ICTD)** will award an internationally recognized certificate(s) for each delegate on completion of training.

## Course Timings:

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### Daily Course Timings:

08:00 - 08:20	Morning Coffee / Tea
08:20 - 10:00	First Session
10:00 - 10:20	Coffee / Tea / Snacks
10:20 - 12:20	Second Session
12:20 - 13:30	Lunch Break & Prayer Break
13:30 - 15:00	Last Session

