

Effective Verbal Communication: Get Your Message Across

What is the best way to deliver messages to others?

How to communicate clearly and effectively with others?

Verbal communication can be enhanced by technology. Have you applied to it?

Introduction

Effective communication skills help individuals to advance in their careers. They are also able to do their jobs well, and this brings returns to the organisation. Successful management requires effective communication skills. Managers – or for that matter, anyone – who cannot communicate successfully, will not be able to relate to themselves and others and will have difficulty getting a job done. This training is aimed at providing the knowledge and skills of effective communication with a retrospective approach of examining the key communication processes, barriers, significance, style and subsequently exploring the possibilities of communicating for positive results. This program delivers the tools that can help participants make a smoother transition into management in this dynamic environment. Within the safe confines of the classroom and in the supportive presence of their peers, they will pick up the tools to lay the foundation for a successful management career. The problem-based approach provides active participation that delivers lasting results to participants.

Program Objectives

This program aims to:

- Understand the influence of communication, its principles and practices.
- Comprehend major concepts in the process of communication
- Develop positive and effective communication style
- Understand basic presentation skills

Learning Outcomes

After completing this program, participants should be able to:

- Review concepts and processes in communication and its implication on individuals and organisation
- Identify and practice the key characteristics of an effective communicator
- Recognise distinct communication styles and select appropriate communication strategies in the workplace.
- Identify and manage conflicts at workplace to produce a positive work environment
- Valuing diversity at the interpersonal level.

Who should attend?

Non-managerial, First-line management, middle management, and anyone who needs to be effective in their communication

Methodology

Case studies, forum discussion, role-play, presentations, gamification

Program Outline

Time	Day One
9.00am– 10.30am	Introduction to Effective Communication The module starts by sharing the significance of effective communication and their definition. Participants would learn the various type of communication that includes verbal and non-verbal communication. At the same time, participant would learn factors affect communication and the levels of communication
10.30am-11.00am	Morning Break
11.00am-1.00pm	Communication Process Participants would learn different communication models. It is essential to understand the communication channels to enable participants to fully in control of the communication process. The participants would learn the characteristics of an effective communicator. A practical session to demonstrate a good and a bad communicator are demonstrated in this module.
1.00pm-2.00pm	Lunch
2.00pm-3.30pm	Barriers in Communication There are many reasons why interpersonal communications may fail. In many communications, the message (what is said) may not be received exactly the way the sender intended. It is, therefore, important that the communicator seeks feedback to check that their message is clearly understood. Hence, in this module, the participant would be exposed to the perception in communication, factors affecting effective communication and method to have effective communication and relationship building.
3.30pm-4.00pm	Tea Break
4.00pm-5.00pm	Perception in Communication

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	<p>Perception is the processing, interpreting, selecting and organising of information. Perception's effect on the communication process is all about how the same message can be interpreted differently by different people. In this module, participants would start to focus on contrasting perception and reality. Besides, the practical session is conducted so that the participants would be able to communicate with better results to be clear, concise and credible.</p>
Time	Day Two
9.00am–10.30am	<p>Effective Communication and Eliciting Feedback</p> <p>It is essential to elicit feedback. Feedback provides a gap for us to improve continuously. This module helps participants to understand the factors impede communication. In module focus on practical session how to apply techniques on eliciting feedback.</p>
10.30am-11.00am	Morning Break
11.00am-12.00pm	<p>Cultural Diversity in Interpersonal Communication</p> <p>This module describes a personality and communication style. Also, participants would learn the impact of different culture in communication. Participants would start to value diversity in communication. The do and don't in a multicultural setting of communication is taken into consideration in this module.</p>
1.00pm-2.00pm	Lunch
2.00pm-3.30pm	<p>Communication and Human Behaviour</p> <p>In this module, the participants would learn how to communicate with others by taking consideration of nudges and behavioural economics. By understand the illogical behavioural of human being, communication delivery becomes more effective.</p>
3.30pm-4.00pm	Tea Break
4.00pm-5.00pm	<p>Application of technology and AI as a Communication Tool</p> <p>Technology plays an important role in the industrial revolution era. In this module, the participants would learn the technology that would increase the efficiency and effectiveness of the message delivery.</p>