

Effective Communication at Workplace: Deliver Clear Messages

1. Do you find it challenging to convey your ideas clearly and effectively during meetings?
2. Are you looking for ways to enhance your communication skills to foster better teamwork and collaboration?
3. Do you want to learn how to overcome common communication barriers and build stronger relationships with your colleagues?

Introduction

Effective communication in the workplace is a cornerstone of successful business operations. In today's dynamic business environment, the ability to convey clear and concise messages has never been more critical. Effective communication not only fosters collaboration and innovation but also drives productivity and efficiency within an organisation.

This program, "Effective Communication in the Workplace," is designed to equip all employees, from entry-level staff to senior management, with the skills and knowledge required to navigate the complexities of modern communication. From face-to-face interactions to virtual meetings, every exchange is an opportunity to build trust, influence outcomes, and achieve organisational objectives.

Participants will explore foundational communication principles, learn to harness the power of advanced communication tools, and understand how to effectively enhance communication processes. Through a blend of theoretical insights and practical applications, this course aims to transform participants into proficient communicators who can contribute to a positive and productive work environment.

Program Objectives

This program aims to:

- Provide a comprehensive understanding of the principles and processes of effective communication in the workplace.
- Equip participants with practical skills to improve their verbal, non-verbal, and written communication.
- Enhance participants' ability to navigate and overcome communication barriers.
- Foster improved teamwork and collaboration through effective communication strategies.
- Enable participants to apply advanced communication techniques to real-world scenarios within their organisations.

Learning Outcomes

After completing this program, participants should be able to:

- Demonstrate a clear understanding of the fundamental principles of effective communication.
- Communicate more confidently and effectively in both face-to-face and virtual environments.
- Identify and overcome common communication barriers in the workplace.
- Employ advanced communication strategies to build trust and rapport with colleagues.
- Apply improved communication skills to enhance teamwork and collaboration within their organisation.
- Utilize effective feedback techniques to promote continuous improvement and positive interactions.

Who should attend?

All employees in the company who needs to communicate with their colleague at the workplace.

Methodology

Slides presentation, case studies, presentation, forum discussion, role-play, presentations, gamification

Program Outline

Time	Day One
9.00am– 10.30am	Foundation Tools in Communication In this module, the participants would learn how to set clear communication objectives, establish a clear understanding of roles, clarify the requirements and process that is most effective to achieve communication outcomes, identify and utilise common ground for successful interactions and conduct team exercise.
10.30am-11.00am	Morning Break
11.00am-1.00pm	In the Communication Process Stages of communication, prepare the message, match the message, deliver the message and barriers to communication are the topics to be

	discussed in this module. The participants would conduct communication exercise and case studies in this module.
1.00pm-2.00pm	Lunch
2.00pm-3.30pm	Communication Skills In this module, the participants would master communication skills such as choice and control, emotional intelligence, four key components, developing trust and gaining rapport.
3.30pm-4.00pm	Tea Break
4.00pm-5.00pm	Advanced Communication Skills After obtaining the fundamental of communication skills, the participants would learn how to apply outcome thinking, listening for understanding, expressing without provoking, questioning for specifics and summarising as the communication skills.
Time	Day Two
9.00am– 10.30am	Upskilling as Communication Assets In this module, the participants would expand the skill set of communication, the influencing framework and follow the guidelines in effective communication.
10.30am-11.00am	Morning Break
11.00am-1.00pm	Influencing as Key of Effective Communicator The participants would learn how to master personal needs and motivations. Then, the participants would construct influencing strategy that suits their personality.
1.00pm-2.00pm	Lunch
2.00pm-3.30pm	Challenging Situations Understanding and Managing Conflict Communicating Non-Defensively, Communicating Exercise-Real Plays and Facilitating Team Communications are the areas that would be covered in this module. The participants would apply technology on how to handle and manage conflicts among people.
3.30pm-4.00pm	Tea Break
4.00pm-5.00pm	Team Management In this module, participants would learn how to deal with Dreaded Behaviours. The participants would also conduct the team Exercise on

	how to handle and manage difficult situations in a team. Application of technology is shared how to increase team communication.
--	--