

**Course Overview:**

Effective Communication are vital and most employees recognize that communication skills are essential in business. Managers need to be able to communicate, build relationships, and work with individuals at all levels. Their behavior and interpersonal skills can affect others both positively and negatively. As a result, this is a major element of good management.

**Course Objective:**

- Well defined goals for more effective communications
- The ability to create an open environment for communication
- The skill to communicate clearly
- Stronger relationships through powerful communication
- An understanding of other people's communication styles and needs
- Techniques to facilitate effective team and meeting communications
- Emotional Intelligence to deal with difficult situations

**Course Outline:**

- Set clear communication objectives
- Establish clear understanding of roles
- The Communication Process
- Stages of Communication
- Barriers to communication
- Communication Skills
- Developing Trust
- Listening for understanding
- Expressing without Provoking
- Influencing Strategy
- Challenging Situations Understanding and Managing Conflict
- Communicating Non-Defensively

**Who Should Attend:**

Managers, team leaders and supervisors who are looking for performance improvements on both an individual and team basis.

**Training Language:**

EN / AR

**Training Methodology:**

- Presentation & Slides
- Audio Visual Aids
- Interactive Discussion
- Participatory Exercise
- Action Learning
- Class Activities
- Case Studies
- Workshops
- Simulation

**Venue | Date | Fees**

Khobar | 15-10-2023 | 10,350 SAR