

**Course Overview:**

This communication in the workplace enables delegates to enhance their personal and team productivity by improving their working relationships. The programmed will allow delegates to develop a greater awareness of the affect their behavior has on others and increase their options when dealing with difficult staff, conflict, or work-related problems.

**Course Objective:**

- Use an enhanced understanding of the dynamics at work within a team and contribute in a more productive manner as a team leader.
- Communicate and negotiate in a more persuasive and compelling style.
- How to make the most of non-verbal and para-verbal communication
- How to interpret and convey the intending meaning
- How to listen effectively and respond appropriately
- How to best respond in different contexts
- Develop a range of responses to deal successfully with difficult people and conflict whilst maintaining effective working relationships.

**Course Outline:**

- COMMUNICATION PROCESS
- COMMUNICATION STYLES
- TYPES OF COMMUNICATION
- BARRIERS TO COMMUNICATION
- EFFECTIVE LISTENING AND QUESTIONING SKILLS
- APPRECIATIVE INQUIRY
- DIFFICULT SITUATIONS
- INTERCULTURAL COMMUNICATION
- COMMUNICATING IN THE BUSINESS CONTEXT

**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**

ONLINE | 08-05-2022 | 3,450 SAR  
Khobar | 08-05-2022 | 7,475 SAR  
ONLINE | 19-06-2022 | 3,450 SAR  
Khobar | 19-06-2022 | 7,475 SAR  
Jeddah | 13-11-2022 | 7,475 SAR