

Course Overview:

This communication skills for managers training course 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:

- Communicate and negotiate in a more persuasive and compelling style.
- Adopt an appropriate style of interpersonal behavior for the variety of interactions you complete during a working day.
- Value concessions and knowing when to walk away
- Consider the options and select suitable outcomes
- Move negotiations forward from deadlocks
- Use knowledge to acquire an advantage in negotiations
- Get better deals by removing mental constraints.

Course Outline:

- Interpersonal communication
- The importance of effective interpersonal communication
- The barriers to communication - physical barriers, mental preconceptions, etc.
- Enhancing your listening and questioning technique
- Avoiding ambiguity and misunderstandings - sending the correct messages
- Executive writing summary
- Non-verbal communication - positive body language
- Communicating - one-to-one, informally and at meetings
- Using your skills to negotiate with others
- The fundamentals of negotiation
- Characteristics of win-win negotiators

Who Should Attend:

This workshop is designed for anyone who is involved with negotiations at any level and wishes to improve their skills.

Training Language:

EN / AR

Training Methodology:

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