

**Course Overview:**

Effective Communication Skills is your chance to learn more about how you communicate verbally, the common problems you can encounter in doing so, and how you can improve your own effectiveness—especially by overcoming the psychological and biological hard-wiring that too often gets in the way

**Course Objective:**

You learn

- how early cultural learning and deeply learned patterns of reaction in our unconscious mind affect how you see, think, and feel about other people and enhance or undermine your ability to communicate effectively;
- how your sense of self develops in everyday talk during your childhood and the ways in which your subconscious is built to sustain and defend your self-esteem, shaping how you think and speak to others for the rest of your life;
- the specific styles of talking you use in most situations, including different types of control talk—the unproductive and needlessly aggressive mode that almost always dooms a conversation to a fatal downward spiral—and the more desirable alternative of dialogue talk.

**Course Outline:**

- The Magic of Everyday Communication
- The Complex Layers of Face-to-Face Talk
- The Social Context That Shapes Our Talk
- The Operations of the Cognitive Unconscious
- The Conscious Mind in Perception
- The Conscious Mind in Using Language
- The Conscious Mind and Emotion
- The Development of Our Sense of Self
- Self, Attachment, and Self-Esteem
- Protecting the Self in Face-to-Face Talk
- Conscious Self-Talk and Self-Management
- Challenges to Effective Communication
- Talking to Connect and Build Relationships
- Differences, Disagreement, and Control Talk
- Commands, Accusations, and Blame
- Healing Relationships with Dialogue Talk
- Focus on the Other—The Heart of Dialogue
- Assertive Dialogue to Manage Disagreement
- Compassionate Confrontation
- Communication, Gender, and Culture
- Talking Our Way to Lasting Relationships
- Leadership, Appreciation, and Productivity
- Dialogue and Appreciation—Engaged Employees
- Dialogue—Ethical Choices behind Our Talk

**Training Language:**

English-Arabic

**Training Methodology:**

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

**Venue | Date | Fees**

Khobar | 06-10-2024 | 10,350 SAR

**Who Should Attend:**

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