

**Course Overview:**

in this we will increase assertive communication when your first attempts don't get the required results

**Course Objective:**

- Identify different approaches to communication
- Improve organizational communications.
- Discover different personal listening styles.
- Develop skills in building rapport with others.
- Practice and use assertiveness skills in different situations.
- The benefits and challenges of effective listening
- The behaviours and thought patterns that demonstrate active listening
- How to provide listener feedback to demonstrate or clarify understanding of the speaker's communication
- The benefits of assertive behaviour
- How to increase assertive communication when your first attempts don't get the required results

**Course Outline:**

INCREASING SELF-AWARENESS  
AN EXAMINATION OF DIFFERENT BEHAVIOR STYLES  
EFFECTIVE COMMUNICATION  
ACTIVE LISTENING  
DEVELOPING AN EFFECTIVE COMMUNICATION STYLE  
THE SECRETS OF GREAT COMMUNICATORS  
COMMUNICATING WITH DIFFERENT TYPES OF PEOPLE  
COMMUNICATING WITHIN A MULTICULTURAL TEAM

**Who Should Attend:**

Any employee who wants to improve their interpersonal skills when dealing with colleagues, customers or clients, 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 | 20-02-2022 | 3,450 SAR  
Khobar | 20-02-2022 | 7,475 SAR  
ONLINE | 26-06-2022 | 3,450 SAR  
Khobar | 26-06-2022 | 7,475 SAR  
Jeddah | 21-08-2022 | 7,475 SAR