

# Training Name: Communication

**Course Duration: 1 Day**

**Course Code:**

## Course Overview

This 8-hour communication training provides a comprehensive foundation for effective communication. Participants will explore core principles, practical techniques, and real-world applications. The session covers verbal and nonverbal communication, active listening, conflict resolution, and presentation skills, empowering individuals to communicate confidently and build stronger relationships.

## What you'll learn?

Communication training teaches clear verbal and written expression, active listening, and effective nonverbal cues. You'll learn conflict resolution, presentation skills, and intercultural communication, boosting confidence and professional success in diverse settings.

## Target Audience

- Employees at all levels within an organization.
- Individuals seeking personal and professional development.
- Teams aiming to improve collaboration and communication.
- Anyone who wants to enhance their ability to communicate effectively.

## Course Content

Topic		Sub-topic
1	Basic of Communication	The essentials of telephone-based conversations
		Role of voice, tone, and clarity
		Creating a quick 1st impression
		Enhancing conversation-ability
2	Presentability	Dressing & Grooming
		Nonverbal communication
3	Communicating with Impact	Effective written, oral, and non-verbal skills
		Writing impactful emails and proposals
		Presenting with authority
		Active listening; Understanding and interpreting body language
4	The Why, What, Who, When & How of communicating	Knowing your team's possible communication style
		Stages of Communication
		Influence, Inform, or Persuade?
		Prepare - Match -Deliver the message Identifying and Adjusting your Communication Style
		Typical barriers & how to overcome them
5	Communication & your Brand	Understanding what makes people assertive and their benefits
		Handling tough questions & situations effectively
		Receiving feedback & being adaptable