

Effective Communication Style Training

Course Duration: 08 Hours

Course Code: ECST

1. Course Overview

Effective Communication Style Training is designed to enhance interpersonal and professional communication skills. This course helps individuals understand different communication styles, improve clarity, build confidence, and develop strong verbal and non-verbal communication for workplace success and better collaboration.

2. What You'll Learn

- Fundamentals of effective communication
- Types of communication styles (assertive, passive, aggressive, passive-aggressive)
- Active listening techniques
- Body language and non-verbal communication
- Building confidence in speaking
- Handling difficult conversations professionally
- Improving workplace communication and collaboration
- Email and business communication etiquette

3. Target Audience

- Working professionals
- Team leaders and managers
- Sales and marketing professionals
- Customer support executives
- Fresh graduates and job seekers

- Anyone looking to improve communication skills

4. Pre-Requisites

- No prior experience required
- Basic understanding of workplace environment (preferred)
- Willingness to learn and practice communication skills

5. Course Content

Module 1: Introduction to Communication

- Importance of communication in personal and professional life
- Communication process and barriers

Module 2: Communication Styles

- Types of communication styles
- Identifying your communication style
- Adapting to different styles

Module 3: Verbal & Non-Verbal Communication

- Tone, clarity, and articulation
- Body language, gestures, and facial expressions

Module 4: Active Listening Skills

- Listening vs hearing
- Techniques for effective listening

Module 5: Workplace Communication

- Professional email writing
- Meeting and presentation skills
- Team communication

Module 6: Handling Difficult Conversations

- Conflict resolution
- Giving and receiving feedback
- Emotional intelligence in communication

Module 7: Confidence Building

- Overcoming hesitation
- Public speaking basics
- Building self-confidence

