



Communicating Effectively In The New Age

We all have to work with people and depend on them for our success. Yet many do not understand the importance of working relationships with others. Learn how our behaviour affects our colleagues so that we can improve our communication skills and increase our work productivity.

Course Outline

Module 1: Principles of Communication

- Communication network model
- The process
- Challenges of globalisation in general

Module 2: Understanding The Element of Clear Communication

- Accountable Transmitter
- Clear Language
- Positive Environment
- Listening
- Feedback

*** Video Presentation & Workshop**

Module 3: What Causes People to Miscommunicate?

- Consequences of poor communication
- Misconceptions about communications
- The grapevine

Module 4: Communication Channel via NLP - V.A.K SYSTEMS

- Verbal
- Non-Verbal
- Individual Preferred Channel

*** Practical Communication Games & Exercises To Reinforce Learning Points.**

Module 5: Communication At Work

- Overcoming pitfalls
- Excellent communication skills at work

Module 6: Feedback and Understanding with Rapport Building Skills

- What is feedback?
- How to get feedback?

Module 7: The Power of Inter-Personal Relationships In An Organisation

- Managing Relationships
- Principles and techniques of effective human relationships
- Intra-personal & inter-personal thinking

Training Methodology

To ensure that you receive maximum benefits, audio-visual equipment and presentations will be introduced to highlight important principles, together with discussions and brainstorming sessions.

Who Should Attend?

This program is designed for every level of the workforce.

2-day Program | 9am – 5pm

For more information, kindly contact:-

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***This course is eligible for HRDF**