

EFFECTIVE COMMUNICATION AND INTERPERSONAL SKILLS



OVERVIEW

Communication is essential in everyday interactions among colleagues, friends and family. For communication to be effective, it is essential that parties of communication understand and respond to each other. When we do not understand each other, frustration and anger can result, and dissatisfaction and politicking can arise.

OBJECTIVES

In this course, participants will learn how to communicate professionally with colleagues and preserve self-esteem and harmony in the work place, understand how emotional maturity helps in regulating frustration and anger and being effective in achieving outcomes through effective communication.

WHO SHOULD ATTEND?

- All level from down to top management
- Anyone who intend to improve their communication and interpersonal skill
- Suitable to all staff as communication skill is importance in daily workplace

WORKSHOP OUTLINE

- Introduction to interpersonal skills
- Component of effective communications
- Non-Verbal communication
- Being authentic in communication
- Assertive communication
- Achieving outcomes in communication
- Preserving self-esteem
- How we work with others

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