

### **COURSE DURATION**

16 hours

### **COURSE SYNOPSIS**

Effective communication is essential for the success of any business, whether internally with colleagues and teams or externally with clients and the community. Effective communication promotes trust and engagement, encourages productivity and reduces stress and anxiety for all.

Hence it is critical that leaders in the organisation are equipped with the skills and methodology to lead their teams to communicate successfully to drive greater productivity, higher efficiency and performance. This course will provide learners with the necessary competencies to do so.

### **COURSE OBJECTIVES**

By the end of this course, learners will be able to:

- Recognise the impact and power of effective communication
- Engage the workforce and other relevant parties to build relationship as a team leader using different communication styles and strategies
- improve team collaboration by removing communication barriers
- Use effective communication skills to reinforce effective behaviours as a team

### **TARGET AUDIENCE (SUPERVISORY)**

The audience is supervisory staff with leadership responsibilities, relevant for all sectors

### **ASSUMED SKILLS**

- Learners must be able to read, write, speak and listen to English at secondary school level
- Learners to have minimum GCE 'O' level or ITE certificate education
- Learner should have at least 1 year's working experience in any industry

### **TRAINING METHODOLOGIES**

- Lecture
- Group Discussion
- Role Plays
- Case study
- Activities

**COURSE CONTENT****Learning Unit 1: Impactful Communications at Work**

- Recognise how communication influence relationships
- Identify the right words and channels for the right occasion
- Recognise the impact of non-verbal communication

**Learning Unit 2: Different Communication styles**

- Engage different personalities by using different styles when you communicate
- Recognise the strengths and weaknesses of different communication styles
- Adjust the right style to impact working relationship

**Learning Unit 3:**

- Barriers that block effective communication
- Remove barriers to effective communication
- What makes communication effective

**Learning Unit 4: ACES Go Places**

- Learn Acknowledgement skills
- Learn Clarifying skills
- Learn Empathising skills
- Learn Summarising skills
- Confirm the effective communication behaviours through role plays