



Communication Strategies for Building Effective Relationships at the Workplace

Duration: One day

Time: 9am – 4pm

For: Management and Non-Management

PROGRAM OBJECTIVES

At the end of the workshop, participants will go back to his/her office/workstation and immediately apply the strategies and guidelines for enhancing his/her effectiveness as a communicator.

METHODOLOGY

Workshop consists of lecture/discussions, visual aids, individual and group activities.

Content Domain

Definitional issues

Defensive vs supportive communication

The six communication principles

Using communication networks

Informal communication networks

Verbal and non-verbal Communication

Types of non-verbal communication

Guidelines for more effective communication with clients and co-workers

The five core communication skills

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