

Communication process in the Workplace

MAN 190

Course Overview:

Communication is the essence of management and constant flow of information is a must for any business to excel. More often than not, the loss of productivity is attributed to the fact that the employees and the management can't express the views and thoughts to each other clearly and effectively. So if we want a way to increase productivity and decrease stress, learning to communicate effectively can be the first step towards smoother workflows, faster turnaround times, and fatter bottom lines.

In early times, business communication was limited to paper-work, telephone calls etc. But now with advent of technology, we have mobile phones, video conferencing, emails, and satellite communication to support business communication, so the process of business communication has become more complex and the need for good communicators has increased manifold.

So, improving communication skills is important for success. But this doesn't just happen. Both the receiver and the sender must work at developing verbal and listening skills.

Course Objectives:

Upon completion of this workshop, the participants will be able to:

- Recognised different styles of communication and how to improve understanding and build rapport with others.
- Reflected on different methods of communication and decided when each is most suitable.
- Appreciated the role of body language and voice tone in effective communication.
- Communicated their message in an effective and engaging way for the recipient.

Target Audience:

This workshop is designed for Individual contributors, Supervisors, Team leaders, whose success depends on their ability to communicate clearly, to be understood

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and to influence how another person performs, and create positive working relationships.

Course Duration: Five days.

Method of Delivery:

The workshop is designed to be practical, relevant and participative with the emphasis focused on improving Skills, Knowledge and Motivation. The training methods are based on best practice for the most appropriate transfer of knowledge and learning:

- Trainer presentation.
- Training exercises.
- Syndicate workshop.
- Skill practice/Role play.
- Group Discussion.

Course Outline:

Module 1: Forms and methods of communication

- One-way versus two-way communication.
- Process of communication.
- Breakdown of communication
- Different communication methods and their effectiveness.

Module 2: Communication styles

- Perceptions and filters.
- Appreciating different communication styles.
- Identifying our own communication style and preference.
- Adjusting to other styles.

Module 3: Non-verbal communication

- Voice tone and projection.
- First impressions and building rapport.

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- Body language.
- Active listening.

Module 4: Different Types of Behaviour in Communication in the workplace

- Definitions of Behaviour Types.
- Recognising Aggressive, Passive and Assertive Behaviours.

Module 5: Assertiveness Communication and You

- Self Reflection.
- The Benefits of Assertive Behaviour to You.

Module 6: Writing to communicate

- The purpose of communication.
- Choosing the appropriate communication channels.
- Overcoming the barriers to communication.

Module 7: Email etiquette

- When to use the To, Cc, and Bcc fields.
- Subject lines, email threads and forwarding.
- Appropriate greetings and salutations.
- Tone, Emoticons, textese, etc.
- File attachments.

Module 8: Action Plan for Learning

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