

The Approach

The training approach is fun and interactive. The aim is to clarify the fundamental concepts and topics of the program.

The training will be highly interactive and participants will be encouraged to share their ideas, and will be motivated to contribute to the learning process, actively seek answers to their questions and maximize the benefits of training.

Training approach will not follow the typical lecture style. Trainers will focus on using Visual .Hearing .Feeling VHF tools instead of traditional speech style.

Program outline

Essentials of communication skills

- This skill is needed to communicate with everybody!
- Communication process.
- Ways and types of communication with others.
- Communication Barriers.
- Traits of effective communication.
- Simplicity vs. Complexity in communication.
- Sensitivity and importance of communication with others.
- Leaving the right “First impression” about you and your product, service and organization and not neglecting the last impression.

Verbal Communication

- What do other people like/dislike to hear from you?
- When to give a general brief only? And when to give details?
- Tips for effective communication when using your telephone.

- Understanding unsaid messages, and between-the-lines messages.
- The Art of asking questions, and types of questions.

Effective listening

- Do you listen effectively?
- Difference between listening and hearing

Non Verbal Communication

- Body language is more powerful than words!
- The Key for hearts (smile).
- The Fault of anger (By others or by you), and how to deal with angry people and difficult personalities
- “Five senses” and its impact on communication.
- The Differences in using and understanding body language between countries and different cultures.
- Myths of body language.

Creative ways to improve communication skills

- People are not the same, and you need to communicate with them differently.
- Create positive environment to enhance the communication process.
- “Personal Magnetism” and its role of being accepted or rejected by Others.
- Building Rapport. Creating consistency when communicating with others.
- Monitoring how communication is moving, and adjusting your method if necessary.

- Dress to impress and look like a star... How does dress leave positive impression?
- The Impact of using the right names and titles in communication.
- The Importance of greeting people in communication.
- Selecting the right time for communicating with others.
- Wear my shoes for a minute to feel my pain.
- Giving advice in public, and blaming people privately.
- The Golden tips of effective meetings.
- The Protocol and etiquettes (The efficiency) of using your business email.