Tel No:+97126654546 | Fax No:+97126654182 | Email: training@cmc-me.com | www.cmc-me.com



SS040:
Communication & Interpersonal Skills

Training Description:

This is a powerful program that will help you to understand and develop your relationships with others. Dealing with other people can sometimes be much more complicated than even the most sophisticated technical problem or business dilemma. But as with such problems and dilemmas, there are effective techniques you can use to manage your working relationships more successfully.
We all depend on other people for success. Yet how many of us can honestly claim to excel in our working relationships with other people? Couldn't we all achieve more by examining and improving our interpersonal skills?

This outstanding program has been developed specifically to teach you the interpersonal skills that lead to more effective, more satisfying, more rewarding relationships with those around you.

Training Objectives:

By the end of the training, participants will be able to:

- ✓ Improve your business communication skills for better personal and team performance
- ✓ Identify how managers can drive company strategy through their staff using effective communication
- ✓ Turn potential conflict situations into interactions where mutually agreeable outcomes can be achieved
- ✓ Whether at work, in business or even in life in general, we need to interact in person, get to know people and issues to get around more effectively
- ✓ In this age of electronic communication where emailing, teleconferencing and videoconferencing is fast-becoming the only means of communication for most people, face to face encounters have taken a backseat.
- ✓ As organizations get flatter and teams with their own unique expertise, insights, and perspectives are brought together, building high performance work relationships require not just technical skills and hard work but also interpersonal skills
- ✓ By becoming aware of your own and other people's interpersonal skills, you'll be able to develop a better rapport with colleagues and build trust within all your working relationships.
- ✓ If you're looking forward to improving your team's performance, organizational effectiveness and business opportunities Effective Interpersonal Skills and Business Communication is the right course for you. Interactive and practical, this training course is designed to refine your business communication skills for improved personal and team performance

7 GREAT REASONS TO ATTEND

- ✓ Identify your communication style and strengths
- ✓ Make staff/team communication easier by refining your skills and processes
- ✓ Leverage assertiveness strategies to redirect staff towards the behavior you want
- ✓ Use techniques for dealing with workplace anger and moving colleagues from 'no' to 'yes'
- ✓ Identify and understand the differences and effects of inflammatory nature of evaluative language versus objective, descriptive language
- ✓ Receive and deliver feedback with confidence
- ✓ Learn to avoid potential 'games' and 'politics' and ensure group buy-in

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Training Designed for:

This course is for those people who want to understand how to communicate more effectively with their customers, their staff, their colleagues, and their bosses.

Training Requirement:

"Hand's on practical sessions, equipment and software will be applied during the course if required and as per the client's request."

Contents can be adapted to your specific wishes. It is therefore possible to focus on specific modules of the training course as per client's learning needs and objectives. Further, it should be forwarded to us a month prior to the course dates.

Training Program:

FIVE DAYS:

- PRE-TEST
- Communicating the "Big Picture"
  - Understanding key interpersonal elements of the communication process
  - How to ensure individual staff have clarity, commitment to and agree with business objectives
  - Communicating in a way that inspires staff and gets buy-in
  - Ensuring staff see how 'what they do' matters to the business
- Communication Styles and Employing Your Communication Strengths
  - Identifying your preferred/natural style of communication
  - Understanding strengths and weaknesses of each communication style
  - Exploring the components of verbal and nonverbal communication
  - Improving your communication outcomes with other style preferences by knowing how to 'flex' into their style, so they can relate to you
- Using Enhanced Listening Techniques to Streamline Communication

  Group role play dealing with 'dilemma' to identify communication 'traps'
  - The 5 key listening skills and '5 deadly sins' of non-listening Simulation exercise to emphasize the power of assumptions and how we listen through our own 'filters'
  - Cultivating effective listening skills:
    - Asking questions to understand
    - Paraphrasing facts and emotions/using the 'mirror' technique
    - How body language enhances communication
    - Showing empathy

  Role play: Dealing with dilemma to identify communication traps
  Pairs exercise: Practice listening to and 'coaching' your partner with his/her dilemma
  Overnight exercise: Notice how you and others listen and be prepared to give feedback to group tomorrow
- Assertiveness, Conflict Resolution and Negotiating for Win-Win Results: Understanding the Behavioral Range
  - Aggressive: forcing the issue

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- Assertive: confident expression of thoughts and feelings
- Passive: submissive silence
- Assessing individual assertiveness skills

❖ Successfully Handling Conflict
- Anticipating difficult situations: what is conflict and where does it come from?
- What are the things that are within our control/can and can't change?
- Managing the team: dealing with prickly behavioral styles
- Handling anger and frustration
- Getting everyone working together through conflict resolution techniques Role play exercise

❖ Delivering Feedback with Conviction and Confidence
- Connecting with staff: showing you have listened
- Communicating responses: stating your positions
- Using constructive ways to deliver feedback for
  - Reinforcement
  - Redirection
- Receiving and handling feedback

❖ Combining Communication Tools and Assertive Strategies
- Identifying your 'buttons', recognizing the 'amygdale hijack' and how to develop impulse control through self-awareness
- Recognizing when others' buttons are being pushed, and how to use empathy, even when you feel like you are being 'attacked' unfairly
- The language we use: identify the inflammatory nature of evaluative language versus objective, descriptive language
- Role plays: Staying in 'adult' mode and avoid 'buttons' being pushed!
- Three-part conflict resolution/negotiation techniques
- Role play exercise

❖ Facilitating Interpersonal Communication in A Team

(These skills will be useful for managing communication in routine meetings and/or syndicate or project groups to avoid potential 'games' or 'politics', and ensure group buy-in to achieving the best outcomes)
- Managing communication during meetings/project group discussions
- How to avoid potential 'games' or 'politics
- Identifying the difference between the task (structure/process) and group (interpersonal dynamics) focus of a meeting and why both are important
- Techniques for managing the group dynamics:
  - Managing disruptive nonverbal behaviors constructively
  - Managing disruptive verbal behaviors constructively through conflict resolution techniques (as practiced before)
  - Using the group dynamics to get a disruptive individual's buy-in. Role plays to practice above three scenarios
  - How to reach agreement/get buy-in and collaboration, when participants opinions differ (what's the difference between 'majority'/ 'consensus' etc.)

Practical exercise to reinforce the importance of group focus and collaboration to achieve the desired end result:

- Giving feedback to the group:
  - When a positive result has been achieved or passing on good feedback, when received
  - When the result has not been achieved and the group needs to agree on how to move forward

❖ Conclusion
- Identifying individual learnings
- Re-visiting participant expectations

❖ Course Conclusion

❖ POST TEST and Evaluation

Training Methodology:

This interactive training course includes the following training methodologies as a percentage of the total tuition hours:

- 30% Lectures, Concepts, Role Play
- 70% Workshops & Work Presentations, Techniques, Based on Case Studies & Practical Exercises, Gamification, Software & General Discussions
- Pre and Post Test

Training Certificate(s):

CMCT Internationally recognized certificate(s) will be issued to each participant who completed the course.

Training Fees:

TBA as per the course location - This rate includes participant's manual, hand-outs, buffet lunch, coffee/tea on arrival, morning & afternoon of each day.

Note: The 5% VAT (Value Added Tax), will be effective starting 01st of January 2018 as per the new regulation from the UAE Government. The VAT applies for all quotation both for local and abroad.

Training Timings:

Daily Timings:

07:45 - 08:00	Morning Coffee / Tea
08:00 - 10:00	First Session
10:00 - 10:20	Recess (Coffee/Tea/Snacks)
10:20 - 12:20	Second Session
12:20 - 13:00	Recess (Prayer Break & Lunch)
13:00 - 14:00	Last Session

For training registrations or in-house enquiries, please contact:
Aisha Relativo - Training & Career Development Manager
aisha@cmc-me.com / training@cmc-me.com
Tel.: +971 2 665 3945 or +971 2 643 6653 | Mob.: +971 52 2954615