



SS251-3D: Communication Bootcamp

Training Description:

Effective communication is one of the most critical competencies for achieving personal, team, and organizational success. In today's fast-paced and highly interconnected business environment, professionals are expected to communicate clearly, confidently and persuasively with colleagues, customers, stakeholders, and leadership teams across diverse cultures and communication channels.

This intensive **Communication Bootcamp** is designed to enhance participants' verbal, non-verbal, written, and interpersonal communication skills through practical exercises, real-life business scenarios, role plays, group discussions and coaching sessions. The training course focuses on developing confidence, active listening, professional presentations, persuasive communication, conflict management, emotional intelligence and effective workplace interactions.

Participants will learn how to deliver impactful messages, build stronger professional relationships, manage difficult conversations and communicate with influence while adapting their style to different audiences and business situations.

The bootcamp combines proven communication frameworks with hands-on practice to ensure immediate workplace application and measurable improvement in communication effectiveness.

Training Objectives:

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

- ✓ Understand the principles and foundations of effective communication
- ✓ Improve verbal and non-verbal communication skills
- ✓ Develop active listening and questioning techniques
- ✓ Build confidence in professional conversations and presentations
- ✓ Communicate effectively across diverse personalities and cultures
- ✓ Deliver persuasive and influential messages
- ✓ Manage workplace conflicts and difficult conversations professionally
- ✓ Enhance emotional intelligence in communication
- ✓ Improve business writing and digital communication etiquette
- ✓ Strengthen relationship-building and stakeholder engagement skills
- ✓ Apply communication strategies for leadership and teamwork success

Expected Outcomes:

Upon successful completion of the Communication Bootcamp, participants will be able to:

- ✓ Communicate with greater confidence and professionalism
- ✓ Build stronger relationships with colleagues and stakeholders
- ✓ Deliver presentations with impact and influence
- ✓ Listen actively and respond effectively
- ✓ Navigate difficult conversations constructively
- ✓ Resolve conflicts more efficiently
- ✓ Improve written and digital communication
- ✓ Lead and influence others through effective communication
- ✓ Enhance collaboration, teamwork, and workplace productivity
- ✓ Apply practical communication techniques immediately in their professional roles

Training Designed for:

This training course is intended for Managers and Supervisors, Team Leaders, Project Managers, Engineers and Technical Professionals, Customer Service Personnel, Sales and Marketing Professionals, Human Resources Professionals, Administrative and Support Staff, Government Officials, Business Development Executives, Emerging Leaders and High-Potential Employees and Any professional seeking to improve workplace communication effectiveness.

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:

DAY ONE:

FOUNDATIONS OF EFFECTIVE COMMUNICATION

- ❖ **Module 1: Understanding Communication Essentials**
 - The communication process and its components
 - Why communication fails
 - Common workplace communication barriers
 - Communication styles and preferences
 - Self-assessment of communication effectiveness
- ❖ **Module 2: Verbal and Non-Verbal Communication**
 - Speaking with clarity and confidence
 - Tone, pace, and voice control
 - Body language and professional presence
 - Facial expressions and gestures
 - Building credibility through communication
- ❖ **Module 3: Active Listening Skills**
 - The importance of listening in communication
 - Levels of listening
 - Listening versus hearing
 - Effective questioning techniques
 - Demonstrating empathy and understanding
- ❖ **Module 4: Communication Across Personalities and Cultures**
 - Understanding personality differences
 - Communicating with diverse stakeholders
 - Cultural awareness and sensitivity
 - Adapting communication styles
 - Building rapport and trust

❖ **Practical Workshop**

- Communication style assessment
- Listening and feedback exercises
- Body language simulations
- Team communication challenges

DAY TWO:

INFLUENTIAL COMMUNICATION AND PRESENTATION SKILLS

❖ **Module 1: Persuasive Communication Techniques**

- Principles of influence and persuasion
- Structuring persuasive messages
- Communicating ideas effectively
- Influencing without authority
- Building stakeholder buy-in

❖ **Module 2: Professional Presentation Skills**

- Planning and organizing presentations
- Audience analysis
- Storytelling for business communication
- Creating impactful opening and closing statements
- Managing presentation anxiety

❖ **Module 3: Communication in Meetings**

- Conducting productive meetings
- Facilitating discussions
- Managing interruptions and objections
- Asking strategic questions
- Capturing attention and participation

❖ **Module 4: Business Writing and Digital Communication**

- Writing professional emails
- Business correspondence best practices
- Report and memo writing essentials
- Virtual communication etiquette
- Communication through digital platforms

❖ **Practical Workshop**

- Individual presentations
- Elevator pitch exercises
- Meeting facilitation simulations
- Business writing review and feedback

DAY THREE:

ADVANCED COMMUNICATION, CONFLICT MANAGEMENT AND LEADERSHIP COMMUNICATION

❖ **Module 1: Emotional Intelligence in Communication**

- Understanding emotional intelligence
- Managing emotions under pressure
- Building empathy and trust
- Emotional triggers and responses
- Communicating with emotional awareness

❖ **Module 2: Difficult Conversations and Conflict Resolution**

- Understanding workplace conflict
- Preparing for difficult discussions
- Giving constructive feedback
- Receiving feedback professionally
- Conflict resolution techniques
- ❖ **Module 3: Leadership Communication Skills**
 - Communicating vision and direction
 - Motivating and inspiring teams
 - Executive presence and credibility
 - Coaching and mentoring conversations
 - Communication during organizational change
- ❖ **Module 4: Building a Personal Communication Improvement Plan**
 - Identifying strengths and development areas
 - Setting communication improvement goals
 - Developing workplace communication strategies
 - Sustaining long-term improvement
 - Personal action planning
- ❖ **Final Capstone Exercise**
 - Leadership communication simulation
 - Conflict resolution role play
 - Persuasive presentation challenge
 - Individual coaching and feedback session
- ❖ Course Conclusion
- ❖ POST-ASSESSMENT 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:

USD\$ TBA - 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:

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