



Effective Communication Skills

The importance

With the advancement of technology, we are now exposing ourselves to an increasing amount of information that can be accessed within seconds. Thus, communication modes in our day to day jobs are no longer just telephone calls or face-to face talks.

More than ever before, we need to equip ourselves with the knowledge of managing our communications.

Course contents

- The difference with one and two way communications
- Principles of effective communications
- Effective ways of giving verbal instructions
- Written Communications —structure, tone & language of
 - Letter Writing
 - Memorandum
 - Faxes
 - Emails
 - Report Writing
- Skills required for effective listening
- Factors that help and hinder listening

Benefits

At the end of this workshop, participants would be able to know how to:

- apply the fundamentals of successful communications
- reduce misunderstanding, when giving verbal instructions
- write letters, memos, faxes, emails and report with appropriate structure, tone and language

RV's teaching methodology

This program is participative and practical. Emphasis on learning through experience, both from structured exercises and group discussions lead the way to effective understanding.

Scenarios will be given for the participants to identify with and practice.

Who should attend?

Supervisors, assistant managers and team leaders whose role in effective communications is crucial to corporate survival.

Rewards

Certificates of participation will be issued to all those who have attended the entire session and participated actively in the program.