PROFESSIONAL DEVELOPMENT TRAINING

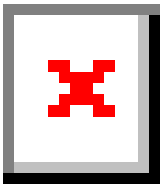
016 299 1479

REQUEST QUOTE

1.0 DAY COURSE

Communication Skills Training

In today's competitive business world, whether you are working in a huge corporation, an SMB, or even in a home-based firm – you should possess superior communication skills in order to be successful. The ability to communicate effectively does have a profound positive impact on your professional life and even in your personal life as well.



The main objective of this Communication Skills training course from PD Training is to enhance your ability to impart information, engage and persuade during various situations. PD Training offers you practical, effective tools to enable clear and effective communication, regardless if it is a face-to-face interaction or an email exchange. Keep in mind, being able to connect with others is a crucial component of a lasting success.

This engaging and highly practical training course is available now throughout Malaysia and Kuala Lumpur.

This Communication Skills training course can be delivered at your premises by one of our expert local or international trainers or live online using our HIVE technology.

Contact us today for a quote or enroll now into the next public course date.

What You'll Gain:

This communications training course helps people in business communicate appropriately and clearly in all situations. This is a great course for everyone as the benefits can have a positive effect on every aspect of life.

Learn to understand how you communicate, how others communicate and how to adjust to meet their needs. Discover how effective communication is greatly improved by understanding communication preferences and overcoming communication barriers.

This interpersonal communication course will ensure your colleagues receive your message clearly and improve your workplace relationships in general. If you have never completed a

communications course of this type you are missing out on understanding fundamental concepts that will have a profound effect on your life and success in the workplace.

Outcomes

In this course participants will:

- Gain insight into their personality type and communication preferences, using our proprietary profiling tool
- Learn to recognize other people's personality types and communication preferences
- Learn to adjust your own communication approach based on need and situation
- Understand barriers to effective communication and how to overcome them
- Learn how to effectively utilize tone
- Master the S.T.A.R. method for speaking on the spot
- Learn to use body language appropriately
- Learn to listen actively and effectively
- Gain insight into asking open questions
- Become a more effective communicator through the use and application of practical tools

Modules

Lesson 1: The Changing Landscape of Communication

- What has changed about how we communicate

Lesson 2: Your Personal Style and Communication

- REACH Profile
- Personal Style Markers
- Communicating when Stressed
- Activity: Communication when Stressed

Lesson 3: Principles of Effective Communication

- Intent and Audience
- Which Medium?
- 3C-S Framework

Lesson 4: Verbal and Non-Verbal Communication

- Mehrabian Silent Messages
- Paraverbal Communication
- Quadrant of Cognitive Explanatory Styles
- Ask Powerful Questions

Lesson 5: Communicating with Impact

- Presenting Ideas Clearly and Persuasively

Lesson 6: Written Communication

- Writing Principles
- Concise Word Use
- Tone
- AI Assisted Writing Tools

Lesson 7: Communicating in Difficult Conversations

- What makes Conversations Difficult?
- Structuring a Conversation

Talk to our expert team

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