



Mastering the Art of Communication



COURSE CODE: ICC014

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Course Description

Excellent communication is the ability to transmit a message by the sender to a receiver and have that message replicated in the receiver's mind. Excellent communication is the ability to receive a transmitted message by the sender and have the receiver be able to replicate the form and intent of the message in the receiver's mind. If the receiver is uncertain about some aspect of a communication, it is the responsibility of the receiver to clarify the communication through the artful use of questions.

The transmitting communicator also accepts the responsibility for the result of a communication. This means the transmitter must be certain to code a communication so it is received in a manner that is understandable to the receiver. All of this is of no consequence if a person is uncomfortable in the communication process to begin with.

Training Methodology

Participants will gain from a combination of instructional methods including lecture by an experienced practitioner and consultant, exercises, negotiation of model cases, and group discussions covering current practices and their relationship to the implementation of concepts and techniques discussed.

Program Outcome:

Upon completion of this seminar, participants will benefit by learning:

- To understand the significance of EI in communication and how it can highly affect your relationships
- Build and leverage your communication skills with Social Intelligence
- Understand the different personality types and learn how to deal with each
- Get results working with different and challenging personalities
- Acquire flexibility to gain collaboration with your team
- Apply proven skills to communicate effectively and develop your network
- Enhance listening skills to avoid misunderstanding
- Eliminate communication roadblocks
- Deliver constructive feedback to ensure successful outcomes and results.

Course Certificate

Upon successful completion of the requirements of the course the candidate will be awarded two certificates. A certificate of achievement awarded and recognized locally provided by Knowledge Middle East Training Center. The following is the summary of the certificates:

Who should attend?

This course is designed for professionals who are motivated to implement proven solutions that will technically improve their business practices.

- Managers & Supervisors
- Team Leaders & Team Members
- Professionals seeking personal development

Schedule: The program will commence at mutually agreed date, time, and place.

COURSE FEE:

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