

EFFECTIVE COMMUNICATION

Course Code: GM 202

Department: General Management

Description

Communication- simple yet complex, easy to do and easy to blunder. *"We hear only half of what is said to us, understand only half of that, believe only half of that and remember only half of that"* (Walker et al, 2002). Therefore communicating effectively helps people who work in an organization to build trust, respect, foster learning and accomplish goals. This workshop will help you to understand the importance of effective communication when dealing with people of all walks of life.

Objectives

Upon completion of this workshop, the participants will be able to:

- To enable employees to communicate effectively in order to convey the right message to the right person for whom it is meant to be, in the right perspective to translate into action effectively.
- To enable effective coordination among the employees of an institution or an organization in carryout activities.
- To instill good industrial relations among management and coworkers and other parties involved.
- To develop managerial skills related to human behavior at work

Outline

Course Content

- The purpose of effective communication.
- The nature of effective communication.
- The scope for instilling the skills of effective communication in professionals who are interested in dealing with people effectively
- Ten ways to build positive relationships, including using uplifting messages.
- Complete a self-confidence assessment and then the group will discuss fears and solutions.
- Identify strengths and weaknesses.
- Discuss barriers to communication and how these barriers apply to everyday life.
- Examine questioning skills (including open questions, closed questions, and probing).
- Explore listening skills.
- Exploring the idea of body language.
- Importance of Johari Window in understanding self-awareness and how to ask feedback of others.
- Explore the things people determine from your appearance.
- How we see ourselves and the impact we portray when we interact with others.
- Ways to improve self-image and deal with difficult situations assertively and positively.
- How to express opinions and the importance of expressing opinions
- Importance of active listening
- Importance of providing feedback with input
- How to give constructive feedback.
- Importance of receiving feedback with grace and dignity.
- Exploring Writing Skills
- Importance of note including the structure and prominent language features.
- How to write a memo, including the structure and prominent language features.
- How to write an e-mail, including the structure and prominent language features.
- How to write a formal letter, including the structure and prominent language features.

- How to write a report, when it is effective to use, the structure and prominent language features.
- How to prepare a presentation

Mode of Delivery:

- Through presentation, group discussion, role plays and self-assessing exercise

Duration

15 hours /3 hours for 5 days

Course Administrator

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