

## **Effective Communication skills**

This course was developed to improve the communication between management and worker at enterprise level. Problems with communication can pop-up at every stage of the communication process. At each stage, there is the potential for misunderstanding and confusion which can have a negative influence for productivity and worker motivation.

### **The key topics can be:**

- What is communication?
- Forms of communication
- Skills for communicating
- Active Listening and assertive speaking
- Good and poor communication
- Workplace communication

### **Designed for:**

Managers, supervisors and professionals from large and small organizations whose work requires them to communicate with and influence others and are interested to improve the communication environment.