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.