

**Singapore (Head Office):**

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Tel: 65143217/20 Fax: 62415955 Email: accounts@trustedu.com Website: www.trustedu.com

**Branches:****Philippines:** Unit 3-B Nicolas Bldg., Quirino Avenue, 8000 Davao City**Lao:** Unit 21, Sisungvone Village, Saysettha Dist, Vientiane**Vietnam:** 21st Floor Capital Tower, 109 Tran Hung Dao St. Hoan Kiem Dist. Hanoi Vietnam**Cambodia:** #54, Street 63 Daun Penh, Phnom Penh, Cambodia**MANAGEMENT SKILLS WORKSHOP – COURSE INFORMATION**

# THE ART OF COMMUNICATING

- ❑ Learn the 9 behavioral skills that will develop your communication style
- ❑ Find out how habits are formed and how you can change them
- ❑ Develop the techniques of persuasive communications
- ❑ Learn to practice and apply these principles every working day

## What is the Course About?

This course mixes common sense and a wealth of proven communication techniques. It takes the view that communication in verbal or written form is a skill that can be learned, whether it involves an individual or a group. This course offers the promise that with practice you can raise communication to the level of an art form – one that is truly yours. It will give you the confidence on expressing yourself and communicating with others.



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**The objectives of this course are:**

1. To explain the dynamics of effective communication between people
2. To present the underlying emotional component of communication
3. To provide ways to improve communication skills

**WHO SHOULD ATTEND:** This workshop is essential for all Team Leaders, Supervisors, Executives, and all other responsible staff

**DURATION:** 2 days (can be customized to 1 or 3 days)

**SUPPLIED MATERIALS:** Participant Reference Guide, Practical Exercises, and Personality Profile Assessment Guide

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# THE ART OF COMMUNICATING

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### Part 1: Introduction

- ❑ Some Important Objectives
- ❑ Why Interpersonal Communication Is An Art
- ❑ The Art of Communicating

### Part 2: What Really Counts

- ❑ What Really Counts In Interpersonal Communications
- ❑ Is Effective Communication Verbal? Vocal?> Visual?
- ❑ The Personality Factor
- ❑ The Stanford Study
- ❑ Speak To The First Brain First

### Part 3: The Nine Behavioral Skills

- ❑ 1. Eye Communication
- ❑ Improving Your Eye Communication
- ❑ 2. Posture & Movement
- ❑ Improving Your Posture And Movement
- ❑ 3. Gestures & Facial Expression
- ❑ Improving Your Gestures And Facial Expressions

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- ❑ Habits
- ❑ Changing Habits
- ❑ The Four Stages Of Learning
- ❑ The Four Stages Of Speaking
- ❑ How Video Feedback Can Change Speaking Habits

**Part 5: The Nine Behavioral Skills (Continued)**

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- ❑ Improving Your Dress And Appearance
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- ❑ Improving Your Voice And Vocal Variety
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- ❑ Improving Your Use Of Language,( Adding Pauses And Eliminating Non-Words)
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- ❑ Improving Your Use Of Humor
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- ❑ Improving The Natural Self