



REAL WORLD
TECHNOLOGY TRAINING & SOLUTIONS
"Training You Can Really Use"

Effective Interpersonal Communication for Business Professionals

Duration: 1 Day

Method: Instructor-Led Training (ILT) | Live Online Training

Course Description

To be successful in the workplace, you must be able to effectively communicate and cooperate with co-workers and external people. With this course, participants will be able to negotiate successfully, develop active listening, and form a healthy culture of constructive criticism.

Target Audience

This course is intended for:

- Business professionals who want to enhance their communication skills to interact more effectively with superiors, colleagues, team members, customers, and vendors, and ultimately improve their overall job performance.

Prerequisites

To attend this course, candidates must have:

- Some level of work experience in any of a variety of organizational settings.

Course Objectives

Upon successful completion of this course, attendees will be able to:

- Interact productively with others in the workplace on a day-to-day basis.
- Build positive relationships with diverse individuals.
- Consider organizational communication systems.
- Communicate with peers.
- Communicate with supervisors.
- Communicate with external people.
- Communicate during conflict and change.



Microsoft Partner

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Course Topics

Module 1: Interacting with Others

- Understand the Communication Process
- Apply Core Communication Skills
- Observe Nonverbal Communication

Module 2: Building Positive Relationships

- Create Connection
- Adapt Appropriately to Different Communication Styles
- Accommodate Diversity

Module 3: Considering Organizational Communication Systems

- Analyse Organizational Culture
- Ensure Communication Flows Effectively

Module 4: Communicating with Peers

- Interact Effectively with Peers
- Work Productively in a Group
- Engage in Productive Meetings
- Lead a Team

Module 5: Communicating with Supervisors

- Communicate with Different Supervisor Styles
- Discuss Important Topics with Your Supervisor

Module 6: Communicating with External People

- Interact Effectively with Customers
- Work Productively with Vendors

Module 7: Communicating During Conflict and Change

- Communicate Through Conflict
- Communicate Through Change

ACTIVITIES INCLUDED



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