



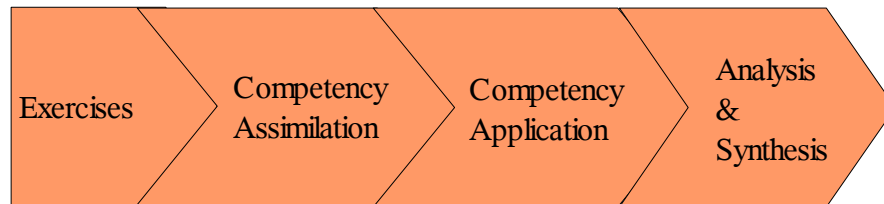
Workshop :“Communication skills”

1. Objectives:

- To enhance the communication competencies of participants which come into daily use at the work place thereby enhancing their day to day working effectiveness.



2. Pedagogy:



3. Learning outcomes/Deliverables:

Each participant will be able to:

- 3.1 Assimilate communication competencies.
- 3.2 Describe the components of 75% of the competencies.
- 3.3 Demonstrate a learning index of 50%

4. Broad workshop contents:

Need for consciously developing the competency of communication

- Power of communication
- Impact of the words one chooses.
- Dynamics unleashed by lack of communication.

Communication process:

- Criticality of using specific rather than generic terms in business communication.
- Components of the communication process.
- Identification of communication barriers.
- Identification of communication competencies for reducing communication barriers.



Business Communication

Formulating the message:

- Formulating a complete and concise message.
- Formulating a message to influence.
- Formulating a comprehension-enhancing message.
- Message elements that constitute a potent, "No".

Application exercises:

- Role plays.
- E-mail writing
- Report writing
- Writing objectives.
- Writing plans to achieve objectives.
- Writing a proposal to implement a new idea.

Interpreting the message:

- Reading body language.
- Active listening
- Handling criticism.

Completing the feedback loop:

- Paraphrasing
- Summarizing
- Appreciation and reprimand

Relationships Communication

- Avoiding emotional withdrawals.
- Recovering from emotional withdrawals.
- Formulating messages that result in emotional deposits.
- Communication pattern and skills that underlie conflict resolution.

Performance Communication

- Briefing
- De-briefing
- Dynamic ideation.
- Continual feedback.

Organizational communication:

- Utility of multiple communication channels.
- Informal communication channels
- Building a personal and professional brand

5. Competency Assessment:

- Pre & Post Test

6. Duration : 2 days.