



## Communication Skills

### Program Overview

The very meaning of Communication is the transfer of ideas, messages or information from one person to another. The message or ideas you put across to others must be clear, concise understandable. Getting your message across is important for moving ahead. By successfully getting your message across, you convey your thoughts and ideas effectively and get the desired response. It is not only important “what” you communicate, but also “how” you communicate. Poor communication results in dissatisfaction and frustration.

When one does something or expects the other to do something for them, it is important that, one understands or makes the other understand what is to be done. Communication plays a key role in this context. Unless your message reaches the listener properly in the same way as you believe, the communication would be a failure. For this, first you must be able to identify with your message, what it is, the audience you are sending it to, how it will be perceived and also the culture.

Ability to use language is what communication skills imply for. These skills enable a person to put across information so that it is received and understood properly. Communication skills are generally understood to be a technique of persuasion through the use of oral language and written language.

Generally there are two types of communication, Verbal and Non-verbal. Verbal communication includes both oral and written communications. One must ensure that the language used in Verbal Communication must be clear and easily comprehensible by the receiver. Non-verbal communication includes body language which means gestures, postures, eye contact, facial expressions and so on. It is not only important to be effective in Verbal Communication, but also, Non-verbal Communication.

TCG helps you to overcome the barriers you are facing in communicating with others and adding to your personal success both socially and professionally.

## Training Objectives

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- To understand and appreciate the process of communication as an important constituent of the professional effectiveness
- To overcome Misunderstanding and Dysfunctional Communication
- Exposure to Communication concepts
- Learn to overcome Communication Barriers
- Learn how to Listen and Respond with purpose
- To present Thoughts and Feelings, clearly and effectively
- To improve oral and written communication skills.

## Who Should Attend

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This programme is open for Corporate Executives, Managers, and high-potential employees who want to improve their personal communication skills, become more persuasive, and increase their effectiveness at work.

## You Will Learn How To

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After completing this workshop, participants will have the skills and knowledge to:

- Achieve results in communicating with others(fellow beings)
- Enhance your active listening skills to anticipate and avoid common misunderstandings
- Communicate effectively using simple, concise with logical expressions
- Eliminate the roadblocks that undermine your ability to communicate effectively
- Speak effectively to groups of any size
- Conquer stage fright, nervousness and anxiety
- Use voice dynamics and movement to convey energy and enthusiasm. Manage upward, downward and cross communication
- Use body language to enhance your message
- Employ visual aids for maximum impact
- Persuade your audience to believe in your ideas and take action

## Training Aids

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Included with this workshop is a comprehensive participant manual designed for easy reference including worksheets, matrices, checklists, and process flows; other aids used to make the workshop effective are PowerPoint Presentations, Role Plays, Games, Group Activities, and Case Studies.

## Training Hours

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The duration of the training program will be for 2 days/ 16 hours.