

# Enhance Interpersonal Communications for Better Productivity at the Workplace

is offered under the Content Licensing Package

## BACKGROUND



Communication forms the fundamental activity of all businesses, for operations, problem solving and conflict management. Therefore, the knowledge of interpersonal communication is critical to the success of employees and organisations.

This course focuses on understanding how communication is particularly challenging in this globalized world and its diverse workforce. There will be practice on how to apply effective communication skills, both verbal and non-verbal, in conflict situations where negotiations are required.

## COURSE OVERVIEW

The workshop will cover short lectures and discussions for the following topics:

- A. Apply Effective Interpersonal Communication Techniques at Work
  - Effects of globalization and diverse workforce on communication challenges at work
  - Mehrabian theory of communication
  - Words and phrases for tact and diplomacy at work
  - Non-verbal communication techniques
- B. Understand Causes of Conflicts at Work
  - Signs of conflicts
  - Stages of conflicts
  - Causes of conflicts
- C. Negotiation for Better Productivity
  - Negotiation strategies
  - Apply appropriate communication techniques in negotiation for desired results

## LEARNING OBJECTIVES

When the learning of the course is applied, the returns for every participant and company are extremely high and almost immediately noticeable. At the end of the training, the participant will be able to:

- Apply appropriate communication techniques to manage the diverse workplace today
- Identify signs and causes of conflicts with individuals and groups at work

# **BUSINESS FUTURE**

## **C O N S U L T I N G**

- Use appropriate negotiation strategies and skills to manage conflict situations and enhance effectiveness

### **LEARNING METHODOLOGY**

A combination of short lectures, discussions and role play.

### **TARGET AUDIENCE**

Suitable for all executives and managers who are required to apply communication techniques learnt to solving problems at work through negotiation. It is practical with practice through role play of case scenarios to ensure that the learning is applied immediately.

### **WHAT IS CONTENT LICENSING PACKAGE?**

Content Licensing Package (CLP) is a unique content support to help company deliver their own training using ready made content. Your nominated trainer or staff member will undergo a train-the-trainer workshop and be supported with post workshop coaching sessions to enable him in delivering the training.

### **KEY TAKEAWAYS**

- 1 year licensing for ready made content on “Enhance Interpersonal Communications for Better Productivity at the Workplace” which includes -
  - Presentation Slides;
  - Learner’s Workbook; and
  - Trainer’s Guide.
- One day Train-The-Trainer workshop for 1 pax
- 3 month post training email support
- Pre and post workshop coaching for first in-house run

Any further enquiries, please contact us at  
Tel: (65) 6749 9828      Email: [enquiries@businessfuture.com.sg](mailto:enquiries@businessfuture.com.sg)