



Communication and Dealing with Others

WHO SHOULD ATTEND?

Supervisors, managers, and staff who, as part of their work, need to develop better communication skills.

OBJECTIVES

By the end of the program, participants will be able to:

- Understand Effective Communication
- Understand Verbal and Written Communication
- Understand Body Language
- Understand Barriers and Listening Skills
- Understand Effective Written Communication

GETTING STARTED

- Pre-Assignment Review
- Objectives

THE BIG PICTURE

- What is Communication?
- How Do We Communicate?
- Other Factors in Communication

UNDERSTANDING COMMUNICATION BARRIERS

- An Overview of Common Barriers
- Language Barriers
- Cultural Barriers

🏠 Prince Faisal Road, Al Dana Tower, Office 102
First Floor, Khobar, Kingdom of Saudi Arabia

☎ 920022128 +966 13 815 09 99

@ info@somutraining.com



مركز نمو العالمية للتدريب
SOMU International Training Center

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- The Power of Pitch
- The Truth about Tone
- The Strength of Speed

NON-VERBAL COMMUNICATION

- Understanding the Mehrabian Study
- All About Body Language
- Interpreting Gestures

SPEAKING LIKE A STAR

- S = Situation
- T = Task
- A = Action
- R = Result
- Summary

LISTENING SKILLS

- Seven Ways to Listen Better Today
- Understanding Active Listening
- Sending Good Signals to Others

ASKING GOOD QUESTIONS

- Closed Questions
- Probing Questions

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APPRECIATIVE INQUIRY

- The Purpose of AI
- The Four Stages
- Examples and Case Studies

MASTERING THE ART OF CONVERSATION

- Level One: Discussing General Topics
- Level Two: Sharing Ideas and Perspectives
- Level Three: Sharing Personal Experiences
- Our Top Networking Tips

ADVANCED COMMUNICATION SKILLS

- Understanding Precipitating Factors
- Establishing Common Ground
- Using "I" Messages

TRAINING METHODOLOGIES:

- Power point presentations
- Indoor games
- Exercises
- Case studies
- VISUAL STORIES
- OPEN DISCUSSIONS
- SHARING IDEAS AND EXPERIENCES
- WRITTEN TESTS AND PROBLEMS
- ACTIVE PARTICIPATION OF ALL ATTENDEES