

# Effective Communication

ACHIEVE THROUGH PEOPLE

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## WHO SHOULD ATTEND:

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- All organizational levels
- People relying on communication in dealing with others

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## LEARNING OUTCOME:

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Attendees will learn how to develop the impact and influence of their communication to suit different work contexts while maintaining their authenticity, credibility and positivity.

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## TRAINING OUTLINE:

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- Steps of an effective communication process
- Barriers to effective communication
- Communication more than just words
- Shifting to positive communication
- Art of asking questions
- The 5 levels of Listening
- Active Listening steps and techniques

Attendees

**10 - 12**

Duration

**2 days**