



module 1  
6 hours



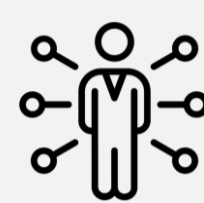
**FUNDAMENTALS**

module 2  
3 hours



**EMPATHY**

module 3  
3 hours




**PERSUASIVENESS**

module 4  
3 hours



**ASSERTIVENESS**

module 5  
3 hours



**TRUST**

The Powerful Communication is a modular development program, facilitated remotely, each module separately or as one learning journey.



Attendees

**10 - 12**

Duration

**6 hours**

# FUNDAMENTALS

## WHO SHOULD ATTEND:

- Supervisory level and above
- People relying on communication in dealing with others
- People relying on communication to impact organizational decisions

## LEARNING OUTCOME:

Participants will learn to capitalize on their communication skills during their interactions with others -be it face-to-face or virtually- and will improve business as well as personal communication, to attain desired organizational objectives

## TRAINING OUTLINE:

- Communication process and essentials
- Barriers to effective communication
- Communication styles
- Highest level of communication roles
- Five levels of listening
- Active listening steps and techniques
- Art of asking questions
- RESULT model to improve communication



Attendees

**10 - 12**

Duration

**3 hours**

# EMPATHY

## WHO SHOULD ATTEND:

- Supervisory level and above
- People relying on communication in dealing with others
- People relying on communication to impact organizational decisions

## LEARNING OUTCOME:

Participants will learn how to use empathy in their communication to fuel connection, build bridges with others and improve business as well as personal communication to attain desired organizational objectives

## TRAINING OUTLINE:

- Empathy vs Sympathy vs Compassion
- Theories behind empathy
- Types of empathy
- Empathetic communication
- Stages to communicate with empathy
- Techniques for developing empathy at work



Attendees

**10 - 12**

Duration

**3 hours**

# PERSUASIVENESS

## WHO SHOULD ATTEND:

- Supervisory level and above
- People relying on communication in dealing with others
- People relying on communication to impact organizational decisions

## LEARNING OUTCOME:

Participants will learn how to use persuasiveness in their communication to reach deemed goals and improve business as well as personal communication to attain desired organizational objectives

## TRAINING OUTLINE:

- Elements of successful persuasiveness
- Barriers to successful persuasiveness
- Techniques of influence and persuasiveness
- Persuasiveness and influence strategies
- Practicing persuasiveness with difficult people



Attendees

**10 - 12**

Duration

**3 hours**

# ASSERTIVENESS

## WHO SHOULD ATTEND:

- Supervisory level and above
- People relying on communication in dealing with others
- People relying on communication to impact organizational decisions

## LEARNING OUTCOME:

Participants will learn how to use assertiveness to get their point across in a direct, respectful and positive way, and improve business as well as personal communication to attain desired organizational objectives

## TRAINING OUTLINE:

- Assertiveness vs Aggressiveness vs Passiveness
- Assertiveness types
- Assertiveness pendulum syndrome
- Steps to improve assertive communication
- Assertiveness techniques
- Dealing with non assertive behaviors



Attendees

**10 - 12**

Duration

**3 hours**

# TRUST

## WHO SHOULD ATTEND:

- Supervisory level and above
- People relying on communication in dealing with others
- People relying on communication to impact organizational decisions

## LEARNING OUTCOME:

Participants will learn how to build long term trustful relationships and improve business as well as personal communication to attain desired organizational objectives

## TRAINING OUTLINE:

- Elements of trust
- Drivers of trustworthiness
- ABCD trust model
- Trustworthy behaviors
- Leaders as trust builders

