

Effective Communication Strategies

有效管理溝通策略

MEDIUM : Cantonese COURSE CODE : COMMST

Have you ever wondered why it seems so difficult to talk with some people and so easy to talk with others? Can you recall an occasion where you met someone for the first time and immediately liked that person? Something about the individual made you feel comfortable.

A major goal of this workshop is to help participants understand the impact that their communication skills have on other people. They will also explore how improving these skills can make it easier for them to get along in the workplace, and in life.

After attending this program, participants will be able to :

1. Identify common communication problems that may be holding them back
2. Develop skills to ask questions
3. Learn what their non-verbal messages are telling others
4. Develop skills in listening actively and empathetically to others
5. Enhance their ability to handle difficult situations
6. Deal with situations assertively

Methodology *Lecture, discussion and reflection, role plays, feedback and case sharing*

Target Audience Sales, Customer Services, Frontline and client facing professionals

Course Outline

1. Creating Positive Relationships

- Ten (10) ways to build positive relationships

2. Growing Self-Awareness

- How to keep our composure in difficult situations
- Self-confidence assessment and strategies to improve self-confidence

3. Communication Basics

- Identify our communication strengths and weaknesses through several reflective exercises

4. Communication Barriers

- Develop a habit of mindfulness

5. Asking Questions and Listening Skills

- Open questions, closed questions, and probing
- Mindful listening skills

6. The Power of a Positive Self-Image

- Tips from head to toe
- The power of body language

7. Techniques for the Workplace

- Preparation and delivery

8. Assertiveness

- Deal with difficult situations assertively and positively