

Effective Communication and Interpersonal Skills in the Workplace

MEDIUM : Cantonese / English

COURSE CODE : ECISW

DURATION : 1 Day

FEE : HK\$3,480

EARLY BIRD : HK\$3,180

14 Nov, 2017 (Tue)

Interpersonal communications is just about the most important skill to master in any business setting. The abilities for staff to get one's ideas across effectively, to get information from others efficiently, to listen to others actively, and to handle questions appropriately are fundamental to an organization's success.

The purpose of this course is to provide participants with the skills required for effective interpersonal communication, especially in team working and in communicating with customers. Acquisition of such skills will help staff members communicate with greater clarity and purpose, leading to more productive relationships.

Audience

All levels of staff

Methodology

Games, discussions, mini-lecture, role-play, dialogues, demonstration, self-appraisal

What participants will learn

At the completion of the course, participants will be able to:

- Identify the strengths and blindspots in one's own communication style
- Develop rapport
- Get one's ideas across with clarity
- Get relevant information from others
- Listen actively to others

Benefits

To the organization:

- Better communication between all levels of staff
- More productive team work
- Greater harmony at the workplace
- Better ability to serve customers

To the individuals:

- Better understanding of other's needs and concerns
- Better communication with each other

Course Outline

1. Understanding the communication process and your comfort zone

- How communication works
- Common communication challenges and pitfalls
- Personality and communication styles
- Assessing your communication style
- Identifying the strengths and weaknesses in your style
- Learning to be flexible

2. Developing rapport

- Rapport and interpersonal communication
- Avoiding mood mismatch
- Some quick tips to develop rapport with others
- Empathy and rapport building

3. Getting ideas across

- Situations that require getting ideas across to others
- Key steps in getting your ideas across
- Avoiding jargons and unclear messages
- The role of body language in communication
- *Role-plays*

4. The art of listening and questioning

- Why listening and questioning are crucial elements in communication
- How to be a good active listener
- Key steps in getting information from others
- Avoiding ambiguous and judgmental questions
- Asking what you need to ask
- Listening to both the spoken and the unspoken messages
- *Role-plays*

5. Communicating with clarity, confidence and empathy

- The need for empathy
- Difference between empathy and sympathy
- Expressing with clarity and empathy
- *Role-plays*



COURSE ARRANGEMENTS

Week	Course Date	Course Title	Course Code	Duration (Days)	Fees* (HK\$)	Enroll before these dates to Enjoy our Early Bird Rates	Cancellation Deadline	Medium of Instruction
November 2017								
2	Nov-08	Five (5) Practices of an Influential Leader	NEW 5PIL	1	HK\$3,480	HK\$3,180 Oct 13, 2017	Oct 18, 2017	C/E
	Nov-09	Nurturing your Team	NYT	1	HK\$3,480	HK\$3,180 Oct 13, 2017	Oct 18, 2017	C/E
3	Nov-14	Effective Communication and Interpersonal Skills in the Workplace	ECISW	1	HK\$3,480	HK\$3,180 Oct 20, 2017	Oct 25, 2017	C/E
	Nov-15	Customer Service and Complaint Handling	NEW CSCH	1	HK\$3,480	HK\$3,180 Oct 20, 2017	Oct 25, 2017	C/E
4	Nov-23	Strategic Thinking: Paradigm Shift for Exponential Businesses	NEW ST	1	HK\$3,480	HK\$3,180 Oct 27, 2017	Nov 1, 2017	C/E
	Nov-24	Presentation and Communication Skills	PCS	1	HK\$3,480	HK\$3,180 Oct 27, 2017	Nov 1, 2017	C/E
5	Nov-27-28	Managing People for Win-Win Results	MPWWR	2	HK\$6,480	HK\$5,980 Nov 3, 2017	Nov 8, 2017	C/E
December 2017								
2	Dec-05	7 Thinking Tools for Generating Extraordinary Ideas	NEW 7TT	1	HK\$3,480	HK\$3,180 Nov 10, 2017	Nov 15, 2017	C/E
	Dec-07	Adapting to Change	CHM	1	HK\$3,480	HK\$3,180 Nov 10, 2017	Nov 15, 2017	C/E
	Dec-08	Crisis Management	CM	1	HK\$3,480	HK\$3,180 Nov 10, 2017	Nov 15, 2017	C/E
3	Dec-12	Coaching and Motivating your Work Team	NEW CMWT	1	HK\$3,480	HK\$3,180 Nov 17, 2017	Nov 22, 2017	C/E
	Dec-14	Handling Difficult People	HDP	1	HK\$3,480	HK\$3,180 Nov 17, 2017	Nov 22, 2017	C/E
	Dec-15	Time and Task Management	TTM	1	HK\$3,480	HK\$3,180 Nov 17, 2017	Nov 22, 2017	C/E

C = Cantonese, E = English

TIME: 9:00 am - 5:00 pm daily **VENUE:** Regal Hongkong Hotel, Causeway Bay, HK.

* Fees include refreshments and buffet lunch

PAYMENT AND CONFIRMATION:

- Seminar fees cover full set of course materials, lunch and refreshments. Seminar fees are payable in advance.
- For enrolment by email, please provide all information per the standard Enrolment Form on this page.
- For enrolment by fax, mail or email, CEL will issue an acknowledgement fax or email to the Authorized Person the next day from receipt of the enrolment.
- Enrolments received by fax, mail or email on or before early bird deadline will be entitled to the early bird rate.
- Joining instructions for confirmed registrations will be sent to the Authorized Person about 2 weeks before the seminar.

CANCELLATION AND SUBSTITUTION POLICY:

- There is no cancellation charge for cancellations made on or before the cancellation Deadline.
- Registrant(s) who fail to attend, or who cancel(s) after the cancellation deadline(s) are liable for the entire fee.
- All cancellations should be notified in writing.
- Enrolments received AFTER the cancellation deadline are subject to the same cancellation deadline.
- Registrants may send substitutions in their place anytime. However, substitutions are not allowed once a seminar has commenced.

ATTENDANCE CERTIFICATE:

A Certificate of Completion will be given to each delegate who have attended more than 70% of the enrolled course(s).

CORPORATE DISCOUNT SCHEME & QUANTITY DISCOUNTS:

Please visit our Website at www.celhk.com or telephone Ms Mak at 2838 1182 to inquire the above.

Communications Engineering Ltd. reserves the right to vary the course programmes or arrangement if this proves necessary.

ENROLMENT FORM

Name	Job Title	Tel No	Mobile No	Course Code
(Mr/Ms) _____	_____	_____	_____	_____
(Mr/Ms) _____	_____	_____	_____	_____
(Mr/Ms) _____	_____	_____	_____	_____
(Mr/Ms) _____	_____	_____	_____	_____

Company Name :

Address :

Contact Person : (Mr / Ms) **Job Title :**

Direct Line : **Email Address :**

Mobile : **Fax :**

Authorized Person : (Mr/Ms)

Job Title : **Direct Line :**

Signature : **Date :**

Cheque enclosed for HK\$

Please note seminar fees are payable in advance

Made payable to **Communications Engineering Ltd.**

Please tick (✓) if you require a receipt



BY PHONE:
Call Miss Mak at:
2838-1182



BY POST TO:
Communication Engineering Ltd.
Room 903, Connaught Commercial Building,
185 Wan Chai Road,
Wan Chai, Hong Kong



BY FAX:
Send enrolment form above to
our FAX at number:
2838-7122



BY EMAIL:
cel@celhk.com