

Communication Strategies

For the better part of every day, we are communicating to and with others.

This course will help participants understand the different methods of communication and how to make the most of each of them.

Course Outline

- The Big Picture
- Understanding Communication Barriers
- Para verbal Communication Skills
- Non-Verbal Communication
- Speaking Like a STAR
- Listening Skills
- Asking Good Questions
- Appreciative Inquiry
- Mastering the Art of Conversation
- Advanced Communication Skills

Prerequisites

The candidate must have completed or be in the process of completing a high school or secondary school diploma or similar educational standards.

Training methods

- Interactive facilitator lead learning
- Class activities
- Group discussions and case studies
- Practical sessions
- Question and answer sessions
- E-learning
- Role-plays
- Self-assessment tools

Learning outcomes

Upon the completion of this Course, the learner will be able to:

- Understand what communication is
- Identify ways that communication can happen
- Identify barriers to communication and how to overcome them
- Develop non-verbal and paraverbal communication skills
- Use the STAR method to speak on the spot
- Listen actively and effectively
- Ask good questions
- Use appreciative inquiry as a communication tool
- Adeptly converse and network with others
- Identify and mitigate precipitating factors

Course Duration

The standard duration of this course is 13 contact hours.

Approvals & Accreditation

- Ministry of Labour, Kingdom of Bahrain
- HABC
- ILM

Who Should Attend

Suitable to all positions.

Assessment:

Learners will be doing an exam in the last day of training and will be receiving the certificate upon achieving = or > 70% in the exam.

For more information please feel free to contact:

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