



*Training Course:
Communication Skills for Professionals*

*9 - 13 December 2024
Kigali (Rwanda)*

Training Course: Communication Skills for Professionals

Training Course code: PS235130 From: 9 - 13 December 2024 Venue: Kigali (Rwanda) - Training Course Fees: 5950 € Euro

Introduction:

Welcome to the "Communication Skills for Professionals" training program, designed by Global Horizon Training Center. In today's fast-paced and interconnected world, effective communication skills are essential for success in any professional field. This comprehensive training program is tailored to equip participants with the necessary tools and techniques to enhance their communication abilities, fostering more productive and meaningful interactions in the workplace.

Objectives:

By the end of this training program, participants will be able to:

- Understand the key components of effective communication.
- Develop active listening skills to better comprehend colleagues and clients.
- Master verbal and non-verbal communication techniques.
- Craft and deliver clear and impactful messages.
- Manage conflicts and difficult conversations professionally.
- Enhance communication in virtual and digital environments.
- Apply communication skills to leadership and teamwork scenarios.

Methodology:

Our training methodology employs a balanced blend of theoretical knowledge, interactive exercises, role-playing, group discussions, case studies, and real-world simulations. Participants will have the opportunity to practice their skills in a safe and supportive environment, receiving feedback for continuous improvement.

Target Audience:

This training program is designed for professionals across various industries who wish to enhance their communication skills and positively impact their workplace interactions. It is suitable for:

- Entry-level employees
- Mid-level managers
- Team leaders
- Project managers
- Client-facing roles
- Anyone seeking to improve their communication effectiveness

Outlines:

Day 1:

Foundations of Effective Communication

- Understanding the communication process
- Importance of effective communication in the professional context
- Verbal vs. non-verbal communication
- Barriers to communication and how to overcome them
- Interactive exercise: Building rapport and active listening practice

Day 2:

Crafting Clear and Impactful Messages

- Clarity and conciseness in communication
- Choosing the right words for the intended message
- Structuring messages: Introduction, body, conclusion
- Tailoring messages to different audiences
- Practical activity: Drafting and delivering a persuasive message

Day 3:

Navigating Difficult Conversations

- Identifying and addressing communication challenges
- Strategies for managing conflicts constructively
- Emotional intelligence in difficult conversations
- Role-play scenarios: Handling disagreements and providing constructive feedback

Day 4:

Communication in Professional Relationships

- Building strong professional relationships through communication
- Networking skills for effective relationship building
- Communicating up, down, and across the organizational hierarchy
- Group discussion: Sharing experiences and best practices in relationship-driven communication

Day 5:

Adapting Communication to Digital Environments

- Challenges and opportunities of virtual communication
- Email etiquette and writing effective business emails
- Video conferencing and virtual meeting best practices
- Enhancing virtual presentations and webinars
- Simulated virtual meeting: Applying digital communication skills in a realistic setting

Registration form on the Training Course: Communication Skills for Professionals

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Payment Method

- Please find enclosed a cheque made payable to Global Horizon
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