

# € TRAINING

Advanced Communication Skills



8 - 12 July 2024  
Kuala Lumpur (Malaysia)



## Advanced Communication Skills

REF: Q1318 DATE: 8 - 12 July 2024 Venue: Kuala Lumpur (Malaysia) - Fee: 5300 Euro

### Introduction:

This training program is tailored for individuals seeking to elevate their communication abilities to a higher level of proficiency. Through advanced strategies and personalized feedback, participants gain the skills and confidence needed to navigate complex communication scenarios with clarity, influence, and impact.

### Program Objectives:

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

- Identify different approaches to interpersonal relationships.
- Improve organizational communications.
- Discover different personal listening styles.
- Develop skills in building rapport with others.
- Practice and use assertiveness skills in different situations.
- Assertively say No and disagree with others.
- Enhance the ability to influence different personalities.

### Targeted Audience:

- Employees.
- Supervisors.
- Senior.
- Middle managers who already have good communication skills and want to take them to the next level by developing advanced communication techniques and strategies.

### Program Outlines:

#### Unit 1:

##### Defining Effective Communication:

- Myths in Communication.

- Elements of Our Communication with Others.
- Communication Windows.
- Identifying Approaches to Interpersonal Relationships.
- Characteristics of Effective Communicators.
- Communicating within Teams.
- Organizational Communication.

## Unit 2:

### The Art of Listening:

- The Personal Listening Profile.
- Identifying Listening Approaches.
- Active Listening Techniques.
- Effective Listening and Paraphrasing.

## Unit 3:

### Understanding Others Filter Systems:

- Internal Representational Systems.
- Eliciting Meta Programs.
- Building Rapport with Others.
- The Heart of Effective Persuasive Communication.
- Using Questions as Probes.

## Unit 4:

### Assertiveness Skills:

- Definition of Assertiveness.
- The Power of Self Talk.
- Assertive Rights and Corresponding Responsibilities.
- Learning How to Say No.

- Feedback and Assertiveness.
- Ten Activities to Practice Assertive Behavior.

## Unit 5:

### Influencing Others:

- The secret of Influencing.
- What Makes an Effective Influencer.
- Influencing through Rapport.
- Sources of Individual Power.
- Understanding Influencing Styles.
- A Recipe for Successful Influencing.
- Influencing Different Personalities.