

# Effective Workplace Communication Training



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## OVERVIEW

Effective workplace communication is an essential tool in improving business performance and building good working relationships at different levels of an organisation. This has become more important since the Covid-19 pandemic has greatly increased remote working. When managers are effective communicators, they would find it easier to delegate work, manage conflict, and motivate their team members. Ultimately, effective workplace communication helps drive better business results for an organization.

## LEARNING OUTCOME

By the end of this course, participants should be able to:

**01** Learn the skills in active listening, powerful questioning and providing feedback.

**02** Communicate with impact.



## COURSE OUTLINE

- 1** Understand the communication process.
- 2** Three key communication techniques: active listening, powerful questioning, and better feedback.
- 3** The role of non-verbal communication.
- 4** Communicate with impact.
- 5** Communicate with confidence without being seen as aggressive.

**Course Duration:** 3 hours.

**Training Approach:** Lecture, group discussion and role-play.

**Target Participants:** Managers or team heads.

**Class Size (max):** 20 participants per class.