



# EFFECTIVE COMMUNICATION IN THE WORKPLACE

**PRICE: \$2,150**

## **OVERVIEW:**

This course is designed to help participants understand and implement strategies for achieving a balanced work-life integration. Participants will explore various techniques to manage their professional and personal responsibilities effectively, ensuring they maintain productivity while also prioritizing their well-being.

### **WEEK 1: FOUNDATIONS OF EFFECTIVE COMMUNICATION**

- Define effective communication and its importance in the workplace
- Identify different communication styles and their impact
- Understand the communication process and potential barriers

### **WEEK 2: VERBAL COMMUNICATION**

- Develop active listening skills
- Improve verbal clarity and conciseness
- Master the art of giving and receiving feedback

### **WEEK 3: NON-VERBAL COMMUNICATION**

- Understand the role of nonverbal cues in communication
- Enhance body language and facial expressions
- Improve nonverbal communication in different cultural contexts

### **WEEK 4: WRITTEN COMMUNICATION**

- Write clear and concise emails and memos
- Develop effective business writing skills
- Improve document formatting and organization

### **WEEK 5: DIVERSITY AND INCLUSION IN COMMUNICATION**

- Understand the concept of diversity and inclusion
- Identify biases and stereotypes in communication
- Develop inclusive communication practices

### **WEEK 6: CONFLICT RESOLUTION AND NEGOTIATION**

- Identify different conflict styles
- Develop effective conflict resolution strategies
- Improve negotiation skills

### **WEEK 7: TRUTH AND RECONCILIATION IN THE WORKPLACE**

- Understand the history and impact of historical injustices
- Develop empathy and cultural sensitivity
- Promote reconciliation and healing in the workplace

### **WEEK 8: COMMUNICATION TECHNOLOGY AND ETHICS**

- Utilize communication technology effectively
- Maintain a professional online presence
- Adhere to ethical communication standards