

COMMUNICATING EFFECTIVELY

Prepared by:

CB CONSULTANCY & TRAINING SDN BHD (810850-W)

SBL KHAS PROGRAM NO: (1000180985)



COMMUNICATING EFFECTIVELY

PREAMBLE

Communication skills have always been instrumental for senior leaders. But they've become equally important for aspiring leaders. Professionals today are expected to show polished "executive" communications skills earlier in their careers, to a wider network of audiences. Getting work done through distributed teams, virtual workforces, and flattened hierarchies requires having outstanding strategic communications abilities. Yet, these skills are rarely taught; if at all, until professionals are already in senior management. In this interactive workshop, participants will be exposed to the latest and most effective communication skills shared by leadership centres such as Harvard Business Centre and Forbes Leadership Forum.

DURATION

1 Day

LEARNING OBJECTIVES

- i. Basic of Communication Skills – The 10 Needed Skills
- ii. Improving Written Communication – The 14-Point Checklist
- iii. How to Deliver Persuasive Presentations
- iv. Seven Steps to Running the Most Effective Meeting Possible
- v. New Communication Practices at the workplace
- vi. Identifying communication enablers at the workplace
- vii. Managing miscommunication
- viii. Effective Remote Workplace Communication – Best practices

WHO SHOULD ATTEND

Newly Promoted Managers
Newly Joined Managers
Consistent Performers in Managerial Roles
Potential Managers
The Talent Pool
Suitable for all level of employees

AGENDA – DAY 1

- 09.00 am** Introduction: Why is Communication Skills important for a leader
Ice Breaker Activity
- 09.30 am** Assessment on current Communication Skills

Introducing the 10 Needed Skills in Communicating to be effective at work and around people.
- 10.30 am** Morning Tea Break
- 10.45 am** How people form opinions based on your written communication

A 14-step guide to being effective at written communication which include emails, memos, formal letters, text messages & social media posts.
- 12.00 pm** Group Activity: Application of Effective Communication & Written Communication
- 1.00 pm** Lunch
- 2.00 pm** How to deliver persuasive presentations

The 5 Pillars of a Persuasive Presentation

Tips on Delivering like a Pro

Non-Verbal Communication for Persuasive Presentations
- 3.00 pm** Activity: Presenting a Persuasive Speech in 2 minutes
- 4.00 pm** Evening Break
- 4.15 pm** Running the Most Effective Meeting Possible

Setting a clear objective, consider who is invited, building a schedule, time management and managing others as a person chairing a meeting

Handling Q&A and following up techniques
- 5.00 pm** Session Recap on 4 Learning Objectives

Take home assignment

Session ends

METHODOLOGY

Using the American Standard of Training and Development methodologies, this program has been designed around the concept of adult learning. In this 2-day session a key element is based on adult learning which includes reflective thinking and practice. With that as the foundation of the program, expect the following:

1. Group Discussions
2. Team Presentations
3. Individual Presentations
4. Reflective Thinking Exercises
5. Workshop Environment that propagates Open and Safe Learning
6. Learning to Unlearn to Relearn.

QUOTATION

Duration:	1 Day
Dates:	TBA
Time:	9.00am – 5.00pm
Venue:	TBA
Number of Pax:	<25 pax
Language of Delivery:	English
HRDF Claimable:	YES