

EFFECTIVE COMMUNICATION SKILLS

Duration: 2 Day(s)

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PCSS PMI ID No: 110994
RCP ID No: 12-0133
Course ID: PCSS630

Course Objective

To enable employees to communicate effectively both oral and written at all levels both within as well as outside an organization

Course Overview

1. Definition of communication
2. Forms of communication
3. Methods of effective communication
4. Elements of communication
5. Overcoming hurdles to effective communication
6. Five Specific communication skills

Course Topic

1. Definition of communication
2. Forms of communication
3. Methods of effective communication
4. Elements of communication
 - Sender
 - Message
 - Receiver
5. Overcoming hurdles to effective communication:
 - Distortion in people's perception:
 - Distortion in language
 - Distortion in organization structure
6. Five Specific communication skills:
 - Nonverbal Communication
 - Listening
 - Speaking
 - Group leadership
 - Writing
7. Art of Listening
8. Writing Skills
9. Presentation Skills

Methodology

- Lecture
- Case Studies
- Group discussion
- Presentation

APPROVED EDUCATION CENTRE

Fees RM1000/Pax
Min 5 pax in-house
Max 20 Pax

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The Project Management Specialist

PCSS Group of Companies

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