



THE EFFECTIVE COMMUNICATOR

We take for granted that we understand when we listen, and we are understood when we speak. Unfortunately, communication breakdown frequently fills the air of many meeting rooms and discussions.

This programme is specifically designed to equip participants with the competencies to become effective communicators. Participants will learn how to make use of a wide spectrum of communication tools.

From verbal to non-verbal, and from speaking to active listening, they will learn the secrets of positive communication strategies. Miscommunication can be costly to any business, but it doesn't need to be.



PROGRAMME HIGHLIGHTS

- Communication 101
- H.E.A.R. It Right
- A.S.K. It Right
- My Message
- Watch Those Words
- Body Talk
- Handling Emotions
- Handling Conflicts
- The Art of Saying "No"



METHODOLOGY

- Group Discussions & Reflection
- Interactive Learning
- Hands-on Application



DURATION

2 Days

LEARNING OUTCOMES

- Understand the barriers to, and the importance of effective communication.
- Build an awareness of your communication style.
- Learn the best practices to handle difficult conversations.
- Practise and perfect skills learnt through a hands-on session.



TARGET AUDIENCE

Applicable for all Staff

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