



EFFECTIVE COMMUNICATION SKILLS

Communication is important in an organisation. The employees' level of competency invariably affects all aspects of the operation within the firm. Ineffective and poor communication skills of employees affect the bottom line of the any organization. At the end of the workshop, participants will be able to:

- Promote and support organisational goals through effective communication skills
- Foster & encourage effective cooperation using reliable & effective communication skills.
- Helps you identify and understand your own personality traits.
- Helps you identify & understand the personality traits of those you relate with more easily
- Practice effective inter-personal communication skills with their colleagues, subordinates and superiors.
- Practice the art of active listening
- Recognize the role and significance of body language
- Communicate well with internal and external customers

Course Contents

- Introduction to communication process
- Understanding communication principles and processes
- Recognising the inter-personal communication roadblocks
- The effect of perception on communication
- The art of listening
- Questioning skills
- Gender differences in communication.
- Non-verbal communication
- Building self-esteem (self & others) through communication
- Communicating well with customers
- Giving & managing negative feedback
- Giving & Managing compliments

Award of Certificate

Certificate of Attendance will be issued to participants who have attended at least 75% of the course.

Course Dates (2 Days / 9am – 5pm)

Refer to our website.

Course Fees

S\$ 380 (For SQI Member)

S\$ 420 (For Non-Member)

GST is not applicable. Price is inclusive of two tea breaks.

(SDF funding available for SME Only – Application via www.sdf.gov.sg)

Course fees are subjected to change without prior notice.

SQI INTERNATIONAL PTE LTD

Providing Breakthrough Business Solutions



Training Venue

Training will be conducted in SQI, 66 Tannery Lane #06-07 Sindo Building S347805

For more information, please contact:

SQI International Pte Ltd (SQI)

66 Tannery Lane #01-01G Sindo Building Singapore 347805

Tel : (65) 6746 0651 / 6749 0728

Fax : (65) 6746 1351

Email : enquiries@sqisolutions.com

Website: www.sqisolutions.com