



## **COMMUNICATIONS AND JOB SKILLS**

In today's competitive business world and difficult economy, effective communication skills training is more essential than ever. It is the foundation on which organizations and careers are built and a crucial component of lasting success.

Whether it's a face-to-face conversation or a professionally written e-mail exchange, a meaningful message entails establishing a connection that leaves a powerful impression.

The communication courses and seminars below will help you develop a truly engaging and responsive communication style, leading to positive results for you and your organization.

This course will build employees' communication and job relevant skills that will impact all segments of the commission. Modules to be taken include:

- Understanding the fundamentals of effective communication.
- Communication in writing: Handling emails and official correspondences, Effective business writing (technical writing and report writing)
- Oral communication: Giving great presentations
- Interpersonal skills for professionals: Assertiveness, Techniques for building better working relationships, Winning others over, Developing emotional intelligence, Understanding the psychology of persuasion
- Leadership: Values and ethics of effective leaders, Diplomacy and credibility, Work ethics
- Conflict and resolution