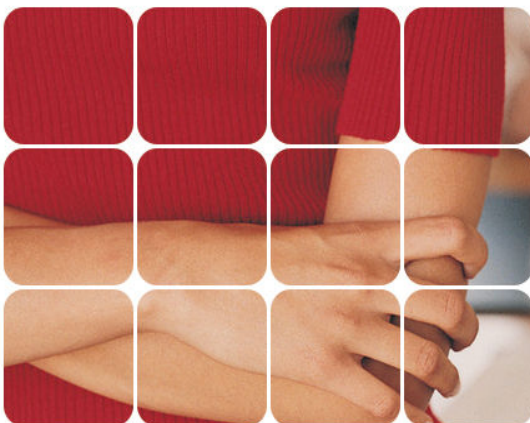


PRODUCT/SERVICE INFORMATION

**CAREER MODULE  
PROGRAM**



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**CRITICAL SKILLS FOR EFFECTIVE  
WORKPLACE COMMUNICATION (Code: INCM101)**

**INTRODUCTION**

A productive and effective employee needs to be an effective communicator. This course will equip the participants with essential skills needed to make sure that messages are accurately sent and received through the fine art of asking questions, active listening skills, and effective feedback techniques.

**WHO SHOULD ATTEND**

Undergraduates, Managers and Executives who intend to effectively communicate at workplace.

**LEARNING OUTCOMES**

At the end of the program, the participants will be able to:

1. Identify the effects of communication at workplace
2. Identify communication styles of self and co-workers
3. Make adjustments to avoid misunderstanding at the workplace
4. Apply strategies that will improve workplace communication

**COURSE OUTLINE**

1. Effects of communication at the workplace
2. Communicating the Whole Message
3. The Four Communication Styles
  - The Friend
  - The Entertainer
  - The Perfectionist
  - The Mountain Climber
4. Strategies to improve
  - Value of Assertiveness
  - Empathetic Listening
  - Communication Enhancers
  - Encourage Feedback
5. Preparing to Communicate
  - During Discussion
  - During a Meeting
  - During a Presentation