

EFFECTIVE COMMUNICATION SKILLS FOR PROFESSIONAL

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GROW YOUR ORGANISATION.**

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FOUNDATIONS OF EFFECTIVE COMMUNICATION



MODULE 1

Understanding Communication Dynamics

- Definition, types, and process of communication
- Barriers to effective communication
- Applying the C.O.R.E. Formula (Clarity, Openness, Responsiveness, Empathy)



MODULE 2

Verbal and Non-Verbal Communication Mastery

- Tone, pitch, and body language awareness
- The power of active listening
- Using questions to build rapport and understanding



COMMUNICATION IN ACTION



MODULE 3

Workplace and Cross-Cultural Communication

- Communicating with emotional intelligence (E.Q. in Action)
- Managing difficult conversations professionally
- Communicating across teams and cultures



MODULE 4

Presentation and Persuasive Communication

- Structuring impactful messages (A.I.M. Formula: Audience-Intent-Message)
- Techniques for persuasive and influential speaking
- Handling Q&A sessions and feedback with confidence



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