Macrosoft

Vzdelávanie s trvalým efektom

DOCUMENT

Course syllabus

CATEGORY

Communication skills

TRAINING FORMAT

In Bratislava or online with a lecturer

PRICE EXCL. VAT

637,00 €

PRICE INCL. VAT

783,51 €

including 23 % VAT

PDF SYLLABUS

Communication Academy - Key Skills

Clear overview of course topics, training scope and key information.

The modular training program Communication Academy is focused on developing key communication and interpersonal skills. It will provide you with tools for building and maintaining positive and productive relationships in the workplace, as well as increasing the effectiveness of team cooperation. Developed communication and interpersonal skills create the difference between an average employee and an excellent team member. At the Communication Academy, you will complete 3 modules of communication trainings over 3 days. Effective communication is focused on developing participants' personal characteristics and planning the development of their communication skills. Assertive communication, as a set of rules for discussing factual issues, makes it possible to express one's own positions non-violently, kindly, and at the same time openly and decisively, and not to hide the intention to achieve one's goal. Professional telephone and e-mail communication will make it possible to learn useful processes of telephone and e-mail communication as well as the effective use of professional communication skills. Note: The modular training program contains more training days, with a time gap between them. The listed dates are the start dates of the program. For information about the dates of individual program modules, please contact us.

COURSE CONTENT

01 **Module 1: Effective Communication:**

02 **Communication, Transfer of Meaning and Communication Barriers:**

principles of the communication process types of communication and their prerequisites communication model and communication effect

03 **Tools of Effective Communication:**

the most frequent causes of misunderstandings and tools for solving them identification of the meaning and expression of communication expressions of participation and interest in conversation active listening (training) nonverbal communication (facial expressions, eye contact, handshake, posture)

04 **Situational Communication:**

communication in stressful situations assertiveness in conflict resolution and the art of saying "No!" communication techniques for providing feedback and constructive criticism personal development planning

05 **Module 2: Assertive Communication:**

06 **What Assertiveness, Aggression and Submissiveness Are**

07 **Philosophy of Assertiveness, Assertive Rights and Techniques**

08 **Types of Reactions, Comparison of Assertive and Non-assertive Behavior, Their Advantages and Disadvantages**

09 **Module 3: Professional Telephone and E-mail Communication:**

10 **Professional Telephoning**

Structure of self-introduction Most frequent mistakes in telephoning Preparation for telephoning: arguments, questions

11 **Conversation: Typology of Callers, How to Recognize Them, Ways of Dealing with Them**

Communication styles, how to recognize them and how to telephone with them Negotiation techniques for a telephone conversation Nonverbal communication during telephoning

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12 Conclusion: Summary, Motivational Phrases, Farewell

Paraphrases and summaries Motivational phrases, reference to activity after the conversation ends Evaluation of the phone call

13 Professional E-mail Communication

Rules for writing messages Most frequent mistakes in writing messages Recommendations for message structure

14 Handling Crisis Messages

Providing information by e-mail Complaints and claims How to write an effective e-mail

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This document serves as an informational overview of the course syllabus. Current dates, venue and availability are listed at Macrosoft.sk.

https://www.macrosoft.sk/en/courses/communication-academy-key-skills