Macrosoft

Vzdelávanie s trvalým efektom

DOCUMENT

Course syllabus

CATEGORY

Communication skills

TRAINING FORMAT

In Bratislava or online with a lecturer

PRICE EXCL. VAT

189,00 €

PRICE INCL. VAT

232,47 €

including 23 % VAT

PDF SYLLABUS

Effective Communication

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

The Effective Communication training is focused on developing participants' personality characteristics and planning the development of their communication skills. Communication is extremely important in many professions. Its importance in the workplace lies mainly in the fact that it co-creates relationships between individual employees. What does effective communication actually mean? First of all, it means being able to listen. It may sound paradoxical at first glance, but only a person who is able to listen carefully to what others are saying will later be able to respond correctly. It is very important that you can respect the opinions of others even though they do not agree with yours.

COURSE CONTENT

01

Do you think it is difficult for you to get to the point in discussions, meetings and conversations?

You will learn to determine priorities and eliminate unnecessary things. Your meetings will be shortened by half.

02

Has it happened to you that you did not engage your business partner at first glance?

We will teach you the basics of the communication process. When communicating with a partner, you will no longer encounter their lack of interest.

03

Do you have a problem with conflict resolution?

We will show you how to communicate correctly in tense situations.

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04

Or do you just not know how to communicate with some of your colleagues?

We will teach you how to be liked in the workplace thanks to correct communication.

05

Training Program

identification of the meaning and expression of communication for a relationship basics of the communication process, expression of participation and interest in a conversation types of communication, setting boundaries between private and professional life emphasis on non-verbal communication, importance of body language (facial expressions, eye contact) crisis communication and conflict resolution use of assertiveness in conflict resolution, expression of one's feelings and thoughts errors in assessing people; revealing individual differences importance of first impression setting boundaries between private and professional life business protocol

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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/effective-communication