

## Communication skills outlines BA-02

### Duration

Two days 10 Hours

### Who should attend?

All management staff.

### Language

Arabic, English



### Overview

Communication training is currently considered as the most essential and useful training we can receive in our professional career. Communication is the back bone of whatever we do, regardless of what profession we are in, or what level we are within our business. The ability to deliver our message more clearly and gain a better understanding of others is of utmost importance for personal development and career advancement.

### Topics

- Introduction to Communications
  - What is communication
  - Benefits of Effective Communication
  - What is Feedback
- Explanation of Human Relation Skills
  - Skills and Abilities
  - Human Relations
- Exercising on Communication Skills
  - Tools to Communicate
  - When and How?
  - Filters and Barriers
- Approach to Listening Skills
  - Listening Skills
  - One-to-One Sessions
  - One-to-Many Sessions
  - Win â□ “ Win Situations