

A Live Online Course

Communication and Interpersonal Skills

Course Description

Survey shows the most important skill for professionals is the ability to communicate well. Your professional or managerial success depends greatly on how effectively you communicate with your superiors, team members, subordinates, and customers.

Since you need to communicate at work to share or present ideas, discuss projects, influence people and establish good relationships with others, communication and interpersonal skills are essential at work.

Interpersonal skill is important for your effectiveness to lead and to get things done with and through other people. This course aims to enhance your communication and interpersonal skills.

Course Benefits

- Understand your and other's communication style.
- Identify your strength and weaknesses in dealing with others.
- Work positively with your boss, peers, subordinates, and customers.
- Develop good relationships with others while accomplishing the jobs.
- Handle conflicts successfully
- Able to influence others to get things done

Course Outline

Understand yourself and others

- Personal Social Types
- Assertiveness Skills
- Conflict Resolution Style

Communication Skills

- Perception
- Listening Skills
- Communicating verbally and non-verbally

Assertiveness

- Understand Assertiveness
- Assertiveness Techniques

Dealing with Conflicts

- Understand Conflict as a Process
- Conflict Management Styles
- Conflict Management Skills

Influencing Others

- Transactional VS Relational
- Positive Communication
- Your integrity
- Walk your talk

Who Should Attend

Anyone who wants to communicate effectively and assertively with people at all levels and who need to maintain good working relationships.

This course is particularly useful if you are a manager, supervisor, team leader, or if you deal with people in your daily functions.

Course Delivery

- This online course will be delivered via Zoom.
- Each participant needs to prepare a PC to join this program.
- Participants will receive course material in the form of a hard copy and a soft file which will be delivered to the participant's address via a courier.
- Participants will receive a certificate after the training.
- Training time is from 9:00 to 15:00 WIB



Two ways to enroll:

1. Enroll online at www.lditraining.com
2. Email your enrollment message to LDI Training at lditrain@indo.net.id

LDI Training will send the access code for this online training after we have received the participant's registration, email address, and WA number.

For more information please contact

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