

## A LDI Training Course

# EFFECTIVE COMMUNICATION AND INTERPERSONAL SKILLS

*LDI Instructor*

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## 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, it is crucial that serious attention has to be focused on improving your ability to communicate.

Another skill related to communication is interpersonal skill. It 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 relationship with others while accomplishing the jobs.
- Handle conflicts successfully

## Course Outline

### **Understand yourself before knowing others through inventories in:**

- Personal Social Types
- Assertiveness Skills
- Conflict Resolution Style

### **Interpersonal 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

### Methods Used in the Course

The course is conducted through experiential learning, short lectures, small-group discussions, simulations, role-play, and exercises.

### 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.

To enroll or get more information, please contact

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