

## An LDI Training Course

# COMMUNICATION and INTERPERSONAL SKILLS

by  
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### Course Description

The 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 we need to communicate at work to share or present ideas, discuss projects, influence people and establish good relationships with others, we should focus on improving our ability to communicate.

Another skill related to communication is the interpersonal skill. It is important for your effectiveness to lead and to get things done with and through other people. Your relationships with others are developed through what you say and how you say it. This training aims to enhance both your communication and interpersonal skills.

By attending this practical training, participants will:

- Understand your and other's communication styles.
- Identify your strengths 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

### Training Outline

#### **Understand yourself and others**

- Personality Types

#### **The Ten Essential Communication and Interpersonal Skills**

- Listening
- Non-verbal communication
- Clarity and Concision

- Friendliness
- Confidence
- Empathy
- Open-mindedness
- Respect
- Feedback
- Picking the right medium

#### **Assertiveness**

- Understand Assertiveness
- Assertiveness Techniques

#### **Dealing with Conflicts**

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

## Methods Used in the Training

The training 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.

For more information about the course please visit [lditraining.com](http://lditraining.com) or contact us at [lditrain@indo.net.id](mailto:lditrain@indo.net.id)