

An LDI Training Course

COMMUNICATION and INTERPERSONAL SKILLS

by

Ir. Hendrik Silitonga, CITD

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.

About Instructor



Ir. Hendrik Silitonga, CITD
Senior HR Trainer and Coach
Instructor's License of Dale Carnegie

WORKING EXPERIENCED

- | | |
|--|--|
| ❖ PT BerechtanIndotama | : Asisten Perencana |
| ❖ PT PrajayadiTrimuda | : Manager Perencanaan |
| ❖ PT Dasindo Media | : Managing Direct Sales, Marketing. |
| ❖ Bank Bali | : General Manager |
| ❖ PT Bima Nusa | : Senior Konsultan Perencanaandan Pengembangan |
| ❖ PT RancangDinamikaPotensia | : Chief Executive |
| ❖ PT. Loka Datamas Indah (LDI Training) Senior Trainer | |
-

KOMPETENSI :

- LEADERRSHIP SKILL
 - MANAGERIAL SKILL
 - AS CONSULTANT
 - AS COACH
 - AS TRAINER
 - AS ADVISOR
-

TRAINER OF PROGRAM :

- | | |
|---|---|
| • Assertiveness VS Aggressive | • Effective Working Habits |
| • Building Character Ethic | • How to Make Interesting Presentation |
| • Change Management | • Leadership |
| • Continues Improvement | • Managing Conflict at Work |
| • Corporate Culture | • Negotiation to Win-win |
| • Creative Problem Solving | • Public Speaking Skills |
| • Creative Thinking And Decision Making | • Supervisory Skills |
| • Delivering Service Excellent | • Team Building |
| • Dynamic Interpersonal & Communication Skills. | • The art of Delegation, Coaching & Counseling Skills |
| • Effective Speaking and Confidence Building. | • Time Management |

For more information about the course please visit lditraining.com or contact us at lditrain@indo.net.id