

COURSE OVERVIEW SS0430-4D Communication Skills

Course Title

Communication Skills

Course Reference SS0430-4D

<u>Course Duration/Credits</u> Four days/2.4 CEUs/24 PDHs





Course Date/Venue

Session(s)	Date	Venue
1	March 04-07, 2024	Jubail Hall, Signature Al Khobar Hotel, Al Khobar, KSA
2	June 10-13, 2024	Ajman Meeting Room, Grand Millennium Al Wahda Hotel, Abu Dhabi, UAE
3	August 05-08, 2024	Cheops Meeting Room, Radisson Blu Hotel, Istanbul Sisli, Turkey
4	October 21-24, 2024	Boardroom 1, Elite Byblos Hotel Al Barsha, Sheikh Zayed Road, Dubai, UAE

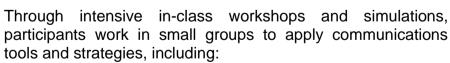
Course Description





In today's fast-paced business environment, daily schedules often include numerous meetings and communications in addition to more traditional individual project work. Strong communication skills help leverage such interactions into opportunities for building consensus and improving efficiency.

This course emphasizes specific tools and techniques for improving listening skills, delivering effective messages and bridging different communication styles. In extensive workshops, you develop the "communications agility" needed to handle interactions with people at varying levels across an organization.



- Profiling your communication style
- Assessing your relationship skills
- Creating value through communication
- Bridging the communication gap to reach communicators with other styles
- Reinforcing active listening with paraphrasing and other techniques
- Interpreting unspoken attitudes and behaviors in a group context
- Expressing clear messages

























Course Objectives

Upon the successful completion of this course, each participant will be able to:-

- Apply and gain a comprehensive knowledge on communication skills
- Listen to the others and communicate effectively and in a manner that fosters open communication
- Acquire different communication skills needed to communicate effectively and efficiently in a professional work environment
- Identify and interpret different methods/styles of communication skills to build more productive working relationship
- Identify barriers to communication skills and strategies to overcome them
- Determine the various tools and techniques in getting your message across effectively
- Demonstrate active listening through non-verbal communication
- Improve the behavior of those who communicate and work with others
- Sharpen your communication skills to improve clarity and conciseness
- Pave the way for positive interactions
- Apply the Customer Service Paradigm to establish greater value for customers
- Read the "emotional content" accompanying messages
- Develop and maintain open channels of communication and improve ways in dealing with challenging conversations
- Anticipate and avoid common misunderstandings
- Build greater relationship skills that emphasize trust and respect
- Identify the roadblocks that undermine your ability to communicate effectively

Exclusive Smart Training Kit - H-STK®



Participants of this course will receive the exclusive "Haward Smart Training Kit" (H-STK®). The H-STK® consists of a comprehensive set of technical content which includes electronic version of the course materials conveniently saved in a Tablet PC.

Who Should Attend

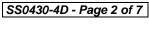
This course provides an overview of all significant aspects and considerations of basic communication for those who need to deliver clear messages, staff whose job demands frequent communication with groups and those who want to strengthen their communication skill and enhance their ability to interact with others. Further, this course is also beneficial for all the department personnel.





















Training Methodology

This interactive training course includes the following training methodologies as a percentage of the total tuition hours:-

20% Lectures

80% Practical Exercises, Case Studies, Games, Customized Videos, Site Visits, Simulations, Role Play, Group Skill Sessions, Outdoor & Indoor Activities

In an unlikely event, the course instructor may modify the above training methodology before or during the course for technical reasons.

Course Fee

Al Khobar	US\$ 4,500 per Delegate + VAT . This rate includes H-STK® (Haward Smart Training Kit), buffet lunch, coffee/tea on arrival, morning & afternoon of each day.
Abu Dhabi	US\$ 4,500 per Delegate + VAT . This rate includes H-STK [®] (Haward Smart Training Kit), buffet lunch, coffee/tea on arrival, morning & afternoon of each day.
Istanbul	US\$ 5,000 per Delegate + VAT . This rate includes Participants Pack (Folder, Manual, Hand-outs, etc.), buffet lunch, coffee/tea on arrival, morning & afternoon of each day.
Dubai	US\$ 4,500 per Delegate + VAT . This rate includes H-STK® (Haward Smart Training Kit), buffet lunch, coffee/tea on arrival, morning & afternoon of each day.

Accommodation

Accommodation is not included in the course fees. However, any accommodation required can be arranged at the time of booking.

Course Certificate(s)

Internationally recognized certificates will be issued to all participants of the course who completed a minimum of 80% of the total tuition hours.





















Certificate Accreditations

Certificates are accredited by the following international accreditation organizations: -



The International Accreditors for Continuing Education and Training (IACET USA)

Haward Technology is an Authorized Training Provider by the International Accreditors for Continuing Education and Training (IACET), 2201 Cooperative Way, Suite 600, Herndon, VA 20171, USA. In obtaining this authority, Haward Technology has demonstrated that it complies with the ANSI/IACET 2018-1 Standard which is widely recognized as the standard of good practice internationally. As a result of our Authorized Provider membership status, Haward Technology is authorized to offer IACET CEUs for its programs that qualify under the ANSI/IACET 2018-1 Standard.

Haward Technology's courses meet the professional certification and continuing education requirements for participants seeking Continuing Education Units (CEUs) in accordance with the rules & regulations of the International Accreditors for Continuing Education & Training (IACET). IACET is an international authority that evaluates programs according to strict, research-based criteria and guidelines. The CEU is an internationally accepted uniform unit of measurement in qualified courses of continuing education.

Haward Technology Middle East will award 2.4 CEUs (Continuing Education Units) or 24 PDHs (Professional Development Hours) for participants who completed the total tuition hours of this program. One CEU is equivalent to ten Professional Development Hours (PDHs) or ten contact hours of the participation in and completion of Haward Technology programs. A permanent record of a participant's involvement and awarding of CEU will be maintained by Haward Technology. Haward Technology will provide a copy of the participant's CEU and PDH Transcript of Records upon request.



British Accreditation Council (BAC)

Haward Technology is accredited by the British Accreditation Council for Independent Further and Higher Education as an International Centre. BAC is the British accrediting body responsible for setting standards within independent further and higher education sector in the UK and overseas. As a BAC-accredited international centre, Haward Technology meets all of the international higher education criteria and standards set by BAC.



















Course Instructor(s)

This course will be conducted by the following instructor(s). However, we have the right to change the course instructor(s) prior to the course date and inform participants accordingly:



Mr. Pete Du Plessis is a Senior Management Consultant with over 35 years of extensive experience. His expertise lies extensively in the areas of Creative Thinking & Problem-Solving Techniques, Change Management, Reliability Engineering, Statistics & Reliability Testing, Measurement System Analysis, Negotiation Skills, Presentation Skills, Communication & Influencing Skills, Communication & Interpersonal Skills, Quality Management System, Root Cause Analysis, Organisation Design & Structural Analysis, Emotional

Intelligence, Effective Business Writing Skills, Leadership Skills, Crisis Management & Communication, Designing & Conducting Effective Business Continuity, Business Continuity Strategies, Disaster Recovery Planning, Leadership & Team Building, Interpersonal Skills & Teambuilding, Coaching & Mentoring, Innovation & Creativity Skills, Office Management & Administration Skills. Time & Stress Management. Crisis Management, Human Resources Management, Customer Service Excellence, Essential Skills for Effective Training, Training & Designing a Training Plan, Identifying Training Needs & Evaluating Training, Executive Coaching, Mentoring & Team Building, Coaching & Counselling, Commercial Negotiation Skills, Contract Management, Contract Negotiation, Risk Management & Contractors Selection, Supplier Assessment, Supplier & Contractors' Management, Supplier Claim Management, Effective Tendering & Supplier Selection, Supplier Relationship Management, Suppliers & Contractors Management, Suppliers Assessment & Performance Measurement, Effective Purchasing & Supplier Selection, Essential Management of Suppliers & Contractors, Contractors Agreements & SLAs, Contractors Evaluation, Budgeting & Forecasting Skills, Effective Budgeting & Cost Control, Financial Analysis & Reporting, Budget Preparation Skills, Business Process Development, Business Process Optimization, Business Process Analysis, Business Process Improvement, Business Continuity Planning, Service Provider Performance & Monitoring, Cash Flow Fundamentals, Business Finance Fundamentals, Business Continuity Fundamentals, Situational Analysis Fundamentals, SWOT Analysis, Gap Analysis, Change Management, Human Resource Management (HRM), Human Resource Development (HRD), HR Business Development, HR Practices & Strategy, Behaviour Based Interviewing & Recruitment, Learning & Development, Project Management, Financial Management, Planning, Budgeting & Cost Control and Risk Management. Previously, he was the Quality Manager of Benteler Automotive, where he was responsible for implementing, controlling and managing quality and technical department processes and systems and mobilizing the quality control department, procedures and quality management system.

During his career life, Mr. Plessis has worked with several prestigious companies occupying numerous challenging managerial and technical positions such as being the Financial Manager, Operations Manager, Technical & Quality Manager, Logistics & Purchasing Manager, Head Metrologist, Quality Engineer, Project Engineer, Materials & Warehouse Planner & Controller, Quality Control Inspector, Consultant, Fitter & Machinist, Apprentice Fitter and Part-time Instructor. All throughout his career, he has mastered and specialized in the application of project management, warehouse & inventory control, value chain analysis, logistics & strategic planning, process flow analysis, business process evaluation & re-engineering, master-plan development, capacity planning and site space-planning & development.

Mr. Plessis has a Bachelor's degree with Honours in Industrial Engineering & Management. Further, he has gained Diploma in Quality & Production Management. He is also a Certified Assessor & Moderator with the Manufacturing, Engineering & Related Services Education and Training Authority (MERSETA), a Certified Trainer/Assessor by the Institute of Leadership & Management (ILM) and a Certified Instructor/Trainer by the APICS. He has further delivered numerous trainings, courses, seminars, conferences and workshops internationally.



















Course Program

The following program is planned for this course. However, the course instructor(s) may modify this program before or during the course for technical reasons with no prior notice to participants. Nevertheless, the course objectives will always be met:

Dav 1

Day I	
0730 - 0800	Registration & Coffee
0800 - 0815	Welcome & Introduction
0815 - 0830	PRE-TEST
0830 - 0900	Communication as a Tool
0900 - 0930	Exploring the Relationship Between Communication & Job Performance
0930 - 0945	Break
0945 - 1030	Raising the Quality & Effectiveness of Contact with Colleagues
1030 - 1130	Using Good Communication to Achieve Excellent Customer Service
1130 – 1215	Identifying What You Can Give & Receive in Vital Relationships
1215 - 1230	Break
1230 - 1330	Getting your Message Across Effectively
1330 - 1420	Communication Styles
1420 - 1430	Recap
1430	Lunch & End of Day One

Day 2

0730 - 0815	Laying the Groundwork
0815 - 0900	Recognizing & Defusing Defensive Reactions
0900 - 0930	The Importance of Communication Styles
0930 - 0945	Break
0945 - 1030	Discussing Technical Topics with a Non-Technical Audience
1030 - 1130	The Art of Listening
1130 - 1215	Listening Skills & Its Importance
1215 - 1230	Break
1230 - 1330	Active Listening
1330 - 1420	Lending Precision to Listening
1420 - 1430	Recap
1430	Lunch & End of Day Two

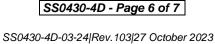
Dav 3

0730 - 0815	The Customer Service Paradigm
0815 - 0900	Considering Everyone your Customer
0900 - 0930	Establishing Greater Value for Customers
0930 - 0945	Break
0945 - 1030	Developing & Maintaining Open Channels of Communication
1030 - 1130	Importance of Positive Messages & Confidence
1130 - 1215	Uncovering Hidden Assumptions
1215 - 1230	Break
1230 - 1330	The Impact of Openness on Relationships
1330 - 1420	Dealing with Challenging Conversations
1420 - 1430	Recap
1430	Lunch & End of Day Three



















Day 4

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0730 - 0815	Dealing with Difficult People & Personalities
0815 - 0900	Persuasion
0900 - 0930	Creating a Language Environment Devoid of Verbal Abuse &
	Defensiveness
0930 - 0945	Break
0945 - 1030	Defusing Defensiveness in Others with No Loss of Face to Anyone
1030 - 1130	Criticism & Feedback
1130 - 1215	Creating an Effective Interactive Feedback Loop
1215 - 1230	Break
1230 - 1345	Building Trust & Mutual Respect with Authentic Conversation
1345 - 1400	Course Conclusion
1400 - 1415	POST TEST
1415 - 1430	Presentation of Course Certificates
1430	Lunch & End of Course

Practical Sessions/Site Visit 80% of this highly-interactive course is practical sessions. Theory learnt (20%) will be applied using various role-plays, case studies and practical sessions.



Course Coordinator

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