

## COURSE OVERVIEW SS0430 Communication Skill

### Course Title

Communication Skill

### Course Date/Venue

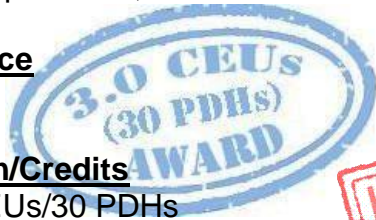
December 15-19, 2024/Musandam Meeting Room, Royal Tulip Muscat, Oman

### Course Reference

SS0430

### Course Duration/Credits

Five days/3.0 CEUs/30 PDHs



### Course Description



**80% of this course is practical sessions where participants will be engaged in a series of interactive small groups, class workshops and role-plays.**

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.

Through intensive in-class workshops and simulations, participants work in small groups to apply communications tools and strategies, including:

- 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.

### 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: -

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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 **3.0 CEUs** (Continuing Education Units) or **30 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.

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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:



**Dr. Chris Le Roux**, PhD, MSc, BSc, PMI-PMP, PMI-CAPM is a **Senior Project & Management Consultant** with over **45 years** of teaching, training and industrial experience. His expertise lies extensively in the areas of **Project & Contracts Management Skills, Project & Construction Management, Project Planning, Scheduling & Control, Project Management, Project Delivery & Governance Framework, Project Management Practices, Project Management Disciplines, Project Risk Management, Risk Identification Tools & Techniques, Project Life Cycle, Project Stakeholder & Governance, Project Management Processes, Project Integration Management, Project Management Plan, Project Work Monitoring & Control, Project Scope Management, Project Time Management,**

**Project Cost Management, Project Quality Management, Quality Assurance, Project Human Resource Management, Project Communications Management, Contract Management, Tender Development, Contract Standards & Laws, Dispute Resolution & Risk Identification, Myers-Briggs Type Indicator (MBTI), Organization Development Consultation, Advanced Debriefing of Emotional Trauma, Interpersonal Motivation, Model Based Interviewing, Leadership Orientation Programme, Coaching & Motivation, Creative Thinking & Problem-Solving Techniques, Emotional Intelligence, Presentation Skills, Communication & Interpersonal Skills, Effective Communication & Influencing Skills, Effective Business Writing Skills, Writing Business Documents, Business Writing (Memo & Report Writing), Leadership & Team Building, Psychology of Leadership, Interpersonal Skills & Teamwork, Coaching & Mentoring, Innovation & Creativity, Office Management & Administration Skills, Controlling Your Time & Managing Stress, Crisis Management, Strategic Human Resources Management, Change Management, Negotiation Skills, Strategic Planning, Risk Analysis & Risk Management, Global Diverse & Virtual Teams Operation, Exceeding Customer Expectations, Corporate Governance Best Practice, Business Performance Management & Improvement, Building Environment of Trust & Commitment, Win-Win Negotiation Strategies, Quality Improvement & Resource Optimization, Neuro Linguistic Programming (NLP), Personal Resilience Developing, Effective Role Modelling & Development, Managing Dynamic Work Environments, Organizational Development, Career Management, Situation & Behaviour Analysis, Interpersonal Motivation Skills, Inventory Management and Financial Administration. Further, he is also well-versed in Water Supply System Security, Vulnerability & Terrorism, Integrated Security Systems, Incident Threat Characterization & Analysis, Physical Security Systems, Security Crisis, Security Emergency Plan, Command & Control System, Preventive Actions and Situation Analysis. He was the **Psychologist & Project Manager** wherein he was responsible in the project management and private psychology practices.**

During his career life, Dr. Le Roux has gained his academic and field experience through his various significant positions and dedication as the **Director, Medico Legal Assessor Psychologist, Training & Development General Manager, Project Manager, Account Manager, Commercial Sales Manager, Manager, Sales Engineer, Project Specialist, Psychology Practitioner, Senior HR Consultant, Senior Lecturer, Senior Consultant/Trainer, Business Consultant, Assistant Chief Education Specialist, ASI Coordinator, Part-time Lecturer/Trainer, PMP & Scrum Trainer, Assessor & Moderator, Team Leader, Departmental Head, Technical Instructor/Qualifying Technician, Apprentice Electrician: Signals and Part-Time Electrician** from various companies and universities such as the South African Railway (SAR), Department of Education & Culture, **ESKOM**, Logistic Technologies (Pty. Ltd), Human Development: Consulting Psychologies (HDCP) & IFS, Mincon, Eagle Support Africa, Sprout Consulting, UKZN, Grey Campus, Classis Seminars, CBM Training, just to name a few.

Dr. Le Roux has a **PhD in Commerce Major in Leadership in Performance & Change**, a **Master's degree in Human Resource Management**, a **Bachelor's degree (with Honours) in Industrial Psychology**, a National Higher Diploma and a National Technical Diploma in **Electrical & Mechanical Engineering**. Further, he is a **Certified Project Management Professional (PMI-PMP)**, a **Certified Associate in Project Management (PMI-CAPM)**, a **Certified Scrum Master Trainer** by the VMEdU, a **Certified Instructor/Trainer** and a **Certified Internal Verifier/Assessor/Trainer** by the **Institute of Leadership & Management (ILM)**. Moreover, he is a **Registered Industrial Psychologist** by the Health Professions Council of South Africa (HPCSA), a **Registered Educator** by the South African Council for Educators (SACE) and a **Registered Facilitator, Assessor & Moderator** with Education, Training and Development Practices (ETDP) SETA. He has further delivered numerous trainings, courses, seminars, conferences and workshops globally.

**Training Methodology**

All our Courses are including **Hands-on Practical Sessions** using equipment, State-of-the-Art Simulators, Drawings, Case Studies, Videos and Exercises. The courses include the following training methodologies as a percentage of the total tuition hours:-

- 30% Lectures
- 20% Practical Workshops & Work Presentations
- 30% Hands-on Practical Exercises & Case Studies
- 20% Simulators (Hardware & Software) & Videos

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

**Course Fee**

**US\$ 5,500** 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 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:

**Day 1: Sunday, 15<sup>th</sup> of December 2024**

0730 – 0800	Registration & Coffee
0800 – 0815	Welcome & Introduction
0815 – 0830	<b>PRE-TEST</b>
0830 – 0930	<b>Communication as a Tool</b> Exploring the Relationship Between Communication and Job Performance • Raising the Quality and Effectiveness of Contact with Colleagues • Using Good Communication to Achieve Excellent Customer Service • Identifying What You Can Give and Receive in Vital Relationships
0930 – 0945	Break
0945 – 1100	<b>Communicating Across Cultures</b>
1100 – 1215	<b>Getting your Message Across Effectively</b> Communication Styles • Laying the Groundwork • Recognizing & Defusing Defensive Reactions
1215 – 1230	Break
1230 – 1420	<b>Getting your Message Across Effectively (cont'd)</b> The Importance of Communication Styles • Discussing Technical Topics with a Non-Technical Audience
1420 - 1430	<b>Recap</b>
1430	Lunch & End of Day One

**Day 2: Monday, 16<sup>th</sup> of December 2024**

0730 – 0930	<b>Cross-Cultural Business Situations</b>
0930 – 0945	Break
0945 – 1100	<b>The Art of Listening</b> Listening Skills and Its Importance



1100 - 1215	<b>The Art of Listening (cont'd)</b> Active Listening
1215 - 1230	Break
1230 - 1420	<b>The Art of Listening (cont'd)</b> Lending Precision to Listening
1420 - 1430	<b>Recap</b>
1430	Lunch & End of Day Two

**Day 3: Tuesday, 17<sup>th</sup> of December 2024**

0730 - 0930	<b>The Customer Service Paradigm</b> Considering Everyone your Customer
0930 - 0945	Break
0945 - 1100	<b>The Customer Service Paradigm (cont'd)</b> Establishing Greater Value for Customers
1100 - 1215	<b>Adapting to Stakeholder Communication Needs</b>
1215 - 1230	Break
1230 - 1420	<b>Adapting to Stakeholder Communication Needs (cont'd)</b>
1420 - 1430	<b>Recap</b>
1430	Lunch & End of Day Three

**Day 4: Wednesday, 18<sup>th</sup> of December 2024**

0730 - 0930	<b>Effective &amp; Powerful Communication Skills</b>
0930 - 0945	Break
0945 - 1100	<b>Building Diplomacy, Tact &amp; Credibility</b>
1100 - 1215	<b>Developing &amp; Maintaining Open Channels of Communication</b> Importance of Positive Messages & Confidence
1215 - 1230	Break
1230 - 1420	<b>Developing &amp; Maintaining Open Channels of Communication (cont'd)</b> Uncovering Hidden Assumptions • The Impact of Openness on Relationships
1420 - 1430	<b>Recap</b>
1430	Lunch & End of Day Four

**Day 5: Thursday, 19<sup>th</sup> of December 2024**

0730 - 0930	<b>Dealing with Challenging Conversations</b> Dealing with Difficult People and Personalities • Persuasion
0930 - 0945	Break
0945 - 1100	<b>Dealing with Challenging Conversations (cont'd)</b> Creating a Language Environment Devoid of Verbal Abuse and Defensiveness • Defusing Defensiveness in Others with No Loss of Face to Anyone
1100 - 1215	<b>Dealing with Challenging Conversations (cont'd)</b> Criticism and Feedback • Creating an Effective Interactive Feedback Loop
1215 - 1230	Break
1230 - 1345	<b>Dealing with Challenging Conversations (cont'd)</b> Building Trust and Mutual Respect with Authentic Conversation
1345 - 1400	<b>Course Conclusion</b>
1400 - 1415	<b>POST TEST</b>
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**

Mari Nakintu, Tel: +971 2 30 91 714, Email: [mari1@haward.org](mailto:mari1@haward.org)