



شركة ميرك العربية السعودية
MEIRC Saudi Arabia

Effective Communication & Dealing with Others in the workplace

Duration 5 Days

Objectives

Participants will practically review and develop an understanding of the following areas:

- ↳ Defining personality and requirements for personality development at the personal level and at the level of relationship with others.
- ↳ Discussing the necessary skills for dealing with which includes communication skills, creative thinking and problem solving, time management and negotiation skills.

Course Outline

- 1. Understanding Others: What is Personality and techniques of understanding different personality styles?**
 - 1.1. Perception in human relations
 - 1.2. Requirements for developing personality at the personal level.
 - 1.3. Pre-requisites for personality development at the level of relationship with others.
- 2. Communication Skills**
 - 2.1. Communication model.
 - 2.2. Verbal communication & body language.
 - 2.3. Conversation and discussion handling skills.
 - 2.4. Listening and convincing skills.
- 3. Listening for Improved Understanding**
 - 3.1. Asking clarifying questions
 - 3.2. Confirming the message
 - 3.3. Demonstrating respect, empathy and sensitivity
 - 3.4. Listening for the entire message Creative
- 4. Dealing with Different Personalities: Dealing with the Challenging**
 - 4.1. Ways to Cultivate Relationship and Resolve Conflict
 - 4.2. Identify the types of difficult people
 - 4.3. Understand why difficult people are difficult
 - 4.4. Deal with difficult people
 - 4.5. Use your communication skills to:
 - 4.6. Control your behavior
 - 4.7. Select appropriate ways of behaving
 - 4.8. Influence others behavior
 - 4.9. Give and receive feedback effectively
 - 4.10. Improve performance and manage others
 - 4.11. Carry out disciplinary procedures and interviews
- 5. The ten communication skills in dealing with others**
 - 5.1. Good preparation for dealing with others
 - 5.2. Thinking about the other person
 - 5.3. Staying clear of "ego ."
 - 5.4. No principal classification
 - 5.5. Benefiting from previous experiments
 - 5.6. Concentration and accurateness
 - 5.7. Associate dealing with work
 - 5.8. Create a helping atmosphere
 - 5.9. Using body language in accordance with the spoken language
 - 5.10. Revise and assess yourself after each dealing and communication.