



شركة ميرك العربية السعودية
MEIRC Saudi Arabia

Interpersonal Communication Skills

Duration 3 Days

Program Objectives

By the end of the program, participants will be able to:

- ✧ Develop the necessary skills to become better communicators.
- ✧ Improve cross-cultural communication with others.
- ✧ Use verbal and non-verbal communication messages.
- ✧ Develop skills in listening actively and empathetically to others.
- ✧ Communicate assertively and apply effective ways to deal with conflict on the job.
- ✧ Give and receive feedback and criticism in a constructive manner

Who Should Attend

- Employees, supervisors, managers, and others who wish to improve their communication and interpersonal skills when dealing with different people on and off the job.

Program Outline

- 1. How People Communicate**
 - 1.1. Communication Levels and Definitions
 - 1.2. Forms of Communication
 - 1.3. Principles of Interpersonal Communication
 - 1.4. Communication Functions and Process
 - 1.5. Barriers to Effective Communication
 - 1.6. Overcoming Communication Barriers
 - 1.7. Analyzing Verbal Communication
 - 1.8. Reading Non-Verbal Messages
 - 1.9. One-Way versus Two-Way Communication
- 2. Improving Communication**
 - 2.1. Understanding your Communication Style
 - 2.2. Skills Required to Send Messages Effectively
 - 2.3. Communicating Across Cultures
 - 2.4. Guidelines for Improving Cross-Cultural Communication
 - 2.5. Dealing with Perceptual Tendencies and Distractions
 - 2.6. The Art of Persuading Others
 - 2.7. The Heart of Effective Persuasive Communication
- 3. The Importance of Listening**
 - 3.1. Listening Self Inventory
 - 3.2. Analyzing Listening Habits
 - 3.3. Active versus Passive Listening
 - 3.4. Tips to Improve Active Listening Skills
 - 3.5. The Role of Perception in Communication
 - 3.6. Using Different Questioning Techniques
- 4. Communication Behaviors and Conflict Management**
 - 4.1. Assertive versus Passive
 - 4.2. Assertive versus Aggressive
 - 4.3. Verbal and Non Verbal Components of Communication Behaviors
 - 4.4. Resolving Conflicts with Others
 - 4.5. Sources of Conflicts
 - 4.6. Constructive and Destructive Conflicts
 - 4.7. Conflict Management Styles
 - 4.8. Essential Conflict Management Skills
 - 4.9. Dealing with Different Personalities
- 5. Constructive Feedback and Criticism**
 - 5.1. The Value of Feedback
 - 5.2. Positive versus Negative Feedback
 - 5.3. Guidelines for Providing Constructive Feedback
 - 5.4. How to Give Criticism
 - 5.5. How to Receive Criticism