

# Essential Communication Skills

## Methodology

This course will be highly interactive and focus on using class based discussions, role plays and mini presentations to ensure a lively training environment.

## Who should attend this workshop?

This workshop is for anyone who wants to improve on their communication skills. It will help analyse what your communication style is and highlight improvements you can make when communicating.

## Workshop Outline

### 01 Introduction to Communication Skills

Find out what makes a successful communicator and how to make a positive first impression. Learn about the channels of communication and which are the most important for our message.

### 02 Body Language

Learn about open and closed body language and how people interpret body language signals. Practise using positive body language cues with a partner.

### 03 Using the voice

Explore the vocal channel and how we can use it to influence our message. Learn the impact of tone and stress on our listener and take part in a pair activity to improve your vocal channel.

### 04 Words

Our message is of course influenced by the words we choose. Discover the difference between formal and informal word choice. What words are appropriate to use for peers, clients and bosses? How can we be more respectful, empathetic or friendly with our listener?

### 05 Questions

You won't get the right answer unless you ask the right question. Practise constructing the right question for the right situation. Find out how to ask open, closed, probing and hypothetical questions.

### 06 Listening

Learn how to be a good listener and practise the skills of summarising and paraphrasing to signal understanding.

### 07 Putting it all together

Take part in a final role play where you can put everything you have learned into practise. Have you passed the Mango communication skills challenge?

## The Juice

This 1-day workshop costs 5,000 RM, not including transport costs. We recommend up to 20 participants for sweetest results. We are happy to customise workshops (for an additional charge).

Mango will run the workshop at your premises and will provide all materials. For our full range of workshops and courses, and to arrange your **free consultation** visit [www.mangotraining.com](http://www.mangotraining.com) or get in touch!