

EFFECTIVE BUSINESS COMMUNICATION AND **INTERPERSONAL SKILLS**



COURSE OVERVIEW

Communication is the essence of human advancement and it is through the use of effective communication that knowledge is passed on, keeping you and your organisation moving in the right direction – forward!

It's a fact of business that the skill, products and services we have to offer are virtually of no value unless we can persuade people to purchase them.

Despite this, very few of us learn the interpersonal skills necessary to achieve this goal to the best of our ability. The ability to relate to people, to have them develop trust in us and the organisation we represent, depends essentially on our communication and interpersonal skills.

COURSE OBJECTIVES

At the end of this course delegates will be able to:

- *Determine the nature of effective communication*
- *Develop effective listening skills*
- *Communicate expectations*
- *Make a good first impression*
- *Adapt their communication style to the situation*
- *Get the message across*
- *Develop feedback techniques*
- *Assume assertive interpersonal styles*

WHO SHOULD ATTEND

This program has been specially designed for those people who need to develop their communication skills to achieve better interpersonal working relationships, control successful working relationships and improve their performance as a professional.

COURSE DURATION

3 Days

COURSE LANGUAGE

English

PROGRAM METHODOLOGY

The approach in this program is not only to outline the principles of good communication styles but also to develop the skills of assertive and interpersonal communication.

COURSE OUTLINE

Introduction

Nature of effective communication

Getting the message across

Barriers to effective communication

Different types of Communication

Communication systems

One-Way versus Two-Way

“Us” and “Them” of communication

Communication Styles

Assertive communication

Interpersonal communication

Assertive behaviour

Recognising Interpersonal Behaviour

Using the right language

Tone of voice

Body language

Listen and Question

Effective questioning and listening skills

Non-verbal communication

Expectations and Goals

Communicate your expectations

Communicate your goals

Communicate in writing

Personality Types

Myers-Briggs Type Indicator

Transactional Analysis

Handling Difficult People

Giving feedback

Problems versus people

FACILITATOR/PRESENTER PROFILE



John B. Straker
M.Sc., P.G.C.E., C. Eng., M.C.I.P.D.
(British National)

John is an U.K. citizen who is a presenter of programs in the Management Sciences as well as a specialist Consultant in Human Resources, delivering training programs and undertaking H.R. projects for major corporations on a range of Organizational and Human Resource issues.

As a Principal Specialist in his field, he has extensive worldwide experience implementing performance solutions, graduate development programs, succession plans, establishing 'greenfield' H.R. functions and creating major management training and development centres of excellence and delivering seminars.

His HR and management development experience spans over 30 years in a global environment, working for a diverse range of multinationals including; Shell, Chevron/Texaco (Kuwait), Caltex (Bahrain), Foster-Wheeler (Yanbu) etc. This selection of companies has given him the opportunity to live and work in a variety of countries such as: Australia, New Zealand, Canada, USA, Europe and the Middle East.

Work Experiences in the Middle East and Qatar

- 2012 Negotiation Skills for QP
- 2012 Leadership for QP
- 2012 Negotiation for QP
- 2012 Management for QP
- 2013 Supervisory Skills QAFCO
- 2013 Leadership for QP
- 2014 Supervisory Skills for QAFCO

His academic posts include lecturing for the University of Wales, NEWI College and the other academic posting was with the King Fahad University of Petroleum and Minerals in Dhahran, Saudi Arabia.

John has held very senior positions in the management and human resource fields, for example; Consultant to the Vice President of Chevron, Group Manager of Human Resource Development for the Savola Company, Jeddah, Learning Program Manager, Foster-Wheeler, Yanbu and Head of Employee Development for Dubai Aluminium.

During his time in Dubai, he created - from a green-field site – the management and graduate development center for the oil, gas and aluminium industries. The Centre was opened by H.R.H. Princess Anne and recognized by the World Bank as one of the most advanced centers for HRD in the Middle East. Later in his career, he established the Management Centre of Excellence for Savola in Jeddah, which became a self-funding institute due to the demand for the first class presentation of its programs.

Presently, he now conducts programs in Qatar, UAE, Bahrain, Oman and Saudi Arabia in a range of management and supervisory programs and human resources plus undertaking H.R. projects to help organizations improve performance at the individual and organizational level. **His interests lie in developing potential in all employees by creating a highly interactive learning environment.**

John, therefore, conducts programs that are action oriented in style, with group and individual participation. His aim is to deliver programs that meet the organizational needs with the goal of achieving business results.