

A group of four business professionals in a meeting, with a woman in the center shaking hands with a man on her right and another woman on her left. A man in a suit stands behind them, smiling.

# LEADERSHIP, COMMUNICATION & INTERPERSONAL SKILLS

## Date & Venue:

25th February 2020 Movenpick Hotel Karachi

27th February 2020 Royal Palm Hotel Lahore

Timing: 09:00am to 05:00pm

## Course Overview

Effective Communication & interpersonal skills are essential tools for today's modern manager. Good Communication & interpersonal skills are essential elements for successful managers, and highly productive employees. It is only now that many organizations are realizing that 'people are their greatest asset'. Being able to deal effectively with people from different cultures and backgrounds is vital for success in today's competitive global business environment.

This course provides an introduction to business writing skills as they relate to the drafting of emails, memos and business letters. During this course, we will describe and apply structuring and business writing techniques designed to cater for the modern business environment.

The course is quite hands-on because it will provide you with the opportunity to deliver a number of speeches and presentations (of your choice) and receive feedback on your design and delivery, while showing you proven techniques to combat public speaking anxiety and present with charisma.

## Course Objectives

- To set clear guidelines for effective communication
- To consider the role of good interpersonal skills in the multicultural workplace
- To understand how to communicate effectively when the stakes are high, and you need to neutralize arguments effectively
- Practice basic techniques for writing effective emails, letters and memos
- Use practical and modern methods for powerful business writing
- Prepare for a presentation using a systematic and easy to follow approach
- Build a presentation using the triple S rule
- List the main causes of boring and ineffective presentations and ways to overcome them

# Communication & Interpersonal Skills

- Introduction to communication
- Communication levels and definitions
- Communication functions
- The 4 principles of interpersonal communication
- Elements of the communication process
- Communication delivery aspects
- Non verbal communication
- Building rapport
- Where can miscommunication occur?
- Barriers to effective communication
- Overcoming communication barriers
- The communication funnel
- Factors Affecting Communication
- Developing Good Listening Skills
- Ensuring Effective Two-Way Communication
- Understanding Different Perspectives And Viewpoints
- Communication Styles And The Appropriate Use Of Them
- Building The Best Relationships By Making Use Of Powerful Communication Techniques
- Speaking Like a S.T.A.R.



S=Situation

T=Task

A=Action

R=Result

## Writing

### Writing Skills

- The Ten Key Principles Of Business Writing
- The Stages Of Writing (Planning, Drafting, Revising, Proofreading)

### Using Mind Maps And Bullet Points To Plan

### Your Writing The Five 'W's As A Writing Guide

- Using Correct Grammar
- How To Use Plain And Simple English
- Formal And Informal Language
- Email Etiquette: Pros And Cons Of Email Issues
- Appropriate Complimentary Closes
- Creating The Right Impression
- Structure, Style, And Layout Of Business Letters
- Writing Internal Business Emails And Messages
- Proofreading, Practice, And Spelling Tips



Workshop  
Investment  
**25,000/-**

Course fees include documentation, luncheon and Refreshments. Delegates who attend session will receive a Certificate of Attendance

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For Registration & Details:

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Cancellation/Substitution Policy: Substitutions are welcome. Cancellation must be confirmed by email. For cancellation made in the 05 working days to the workshop, no refunds will be given. Absence case will be fully charged.

