



Program Overview

This training program is designed to help you improve your interactions with other people in your workplace or at home. This workshop gives participants the opportunity to improve the critical communication skills of listening, asking questions and being aware of nonverbal messages. This workshop can also help participants who are struggling to find that middle ground between being too aggressive and too passive, and how to counter the manipulative tactics of difficult people. Participants also learn more about the elements of our communication with others that help us reveal appropriate information about ourselves, and how to get a handle on how to better manage ourselves for a professional image.

Aim

This highly practical and interactive program will provide participants with a clear framework to prepare a successful strategic plan and business plan, tailored to the needs of their organization or business unit.

Learning Outcomes

On completion of the program the learners will be able to:

- Identify common communication problems that may be holding them back
- Develop skills in asking questions
- Identify what their non-verbal messages are telling others
- Develop skills in listening actively and empathetically
- Enhance their ability to handle difficult situations
- Deal with situations assertively

	Prerequisites:	N/A
	Lecturers:	VTDI Faculty
	Delivery:	English
	Duration:	30 Hours
	Fees:	BD 450/- Local Certificate

ACCREDITATION:

Trainees will be awarded with a Certificate of Attendance by VTDI. This Programme is accredited by Hull University & IAO.



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Program Structure

UNIT	TOPICS	DURATION
1	Introduction and Course Overview	2 hours
2	The Ten Commandments of Positive Relationships	2 hours
3	Self-Awareness	2 hours
4	Communication	2 hours
5	Communication Barriers	2 hours
6	Asking Questions	2 hours
7	Listening Skills	3 hours
8	Remembering Names	2 hours
9	Body Language	2 hours
10	Johari Windows	2 hours
11	Self-Image	2 hours
12	Frame of Reference	2 hours
13	Five Approaches to Relationships	2 hours
14	Assertiveness	3 hours
TOTAL:		30 HOURS