

Effective Communication Skills Training

Overview

It is important to sharpen your communication skills to increase productivity. Those with excellent communication skills get their message across clearly and effectively. Reduce conflict and increase sales by boosting your ability to communicate.

Objectives

- * To improve one's ability to accurately and clearly transmit his/her message to the intended audience in the most effective and acceptable manner possible.
- * To better understand messages from other persons.
- * To see actual applications of the principles of effective communication.

Who Should Participate

- * Professionals and managers
- * Those in charge of the customer service
- * Those who want to improve their communication skills

Key Topics

- I. The 4 basic elements of communication
 1. Receivers
 2. Channels
 3. Message
 4. Sources
- II. Effects of communication - changes in:
 1. Awareness
 2. Knowledge
 3. Attitude
 4. Practice

- III. The communication process
 1. 1-Way
 2. 2-Way
 3. 3-Way
- IV. Types of communication
 1. Mass communication
 2. Group communication
 3. Interpersonal communication
- V. Communication barriers
 1. Internal
 2. External
- VI. Principles of effective communication
 1. Knowing the personal and psychological characteristics of the target audience or receivers;
 2. The power of simple message;
 3. The number of channels used in repeating few/ simple messages;
 4. The credibility and believability of the resource of information;
 5. The lesser number of communication barriers; and
 6. Knowing precisely our objective in communicating to a receiver within a given timeframe, the more effective the communication.
- VII. Effective communication practices
 1. Knowing how to start and end communication
 2. Addressing basic subconscious needs of receivers
 3. Changing attitude and behavior
 4. Getting feedback
- VIII. Areas where communication is essential: (work shop, role playing)
 1. Pitching potential clients
 2. Client meeting
 3. Customer service
 4. Face to face networking
 5. Marketing your business

Reserve now! Call us at:

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Website: www.businesscoachphil.com



Time

- * 9:00 am - 4:00 pm

Venue

- * Unit 201 Richbelt Tower,
17 Annapolis St.,
Greenhills, San Juan City,
Metro Manila

Schedule

- * Please check our website, or you may call any of our customer representatives.
- * Schedule may change without prior notice. Please call to confirm. BusinessCoach, Inc. is not liable for any expense incurred by seminar registrant resulting from cancellation of any of our events.

Seminar Fee

- * Php 3,000.00 per person (inclusive of snacks, lunch, seminar kit, handouts, certificate of attendance)

Discount

- * 10% Discount if FULL AMOUNT is paid at least five (5) banking days before the event.

Reservation

- * Please call to register, or use the registration form below. Kindly fill-out, and send to us through fax (727.8860 or 727.5628) or email. You will receive a confirmation within 48 hours.

Mode of Payment

- * Deposit payment at Banco de Oro, Savings Account Name: BusinessCoach, Inc. Then kindly fax or email deposit slip (indicate name of participant and seminar title) to confirm reservation.
- * On-site payment (CASH only)
- * Company checks are accepted, provided that they are received at least five (5) banking days before the event.

Register Now! (limited slots available)

Seminar Title _____

Date _____

Name of Participant _____

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TIN _____

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Contact Number _____

Fax _____

Email Address _____

(You may use a separate sheet for additional registrations)

*Kindly fax to (02) 727.5628 or (02) 727.8860, or email form to businesscoachphil@gmail.com