

Communication Skills in the workplace

COURSE CONTENTS

- What's the communication?
- Basic SMCR Model.
- Types of Communication
- Workplace Communication: importance and examples.
- Scenario of communication.
- Communication Tips for a happier workplace.
- Barriers to communication.
- Mistakes and difficulties in communication in the workplace.
- How to overcome these barriers to effective communication.
- The personality types and how to deal with them.
- The positive aspects of the effective communication.
- How to deal with the negative team members.
- How to give constructive criticism.
- Phone calls communication in the workplace.
- The workplace communication with the customers