



Communication and Interpersonal Skills For Technical Professionals

Course Outline



Program Overview

This course is designed for technically competent people who want to enhance their communications skills, their customer service skills, people-skills and even leadership skills and their ability to work with others. During this highly interactive course, participants will identify their communication skills challenges, explore several models of communication, and discuss perception and its impact on understanding. We will also cover body language and other nonverbal cues, focusing on verbal communication, tone of voice, tactics for positioning messages, and strategies for dealing with miscommunication and misunderstanding.

Duration

1 – Day Program

Learning Objectives

At the end of this training, participants will be able to:

- Assess their way of communicating and determine changes to be made towards effectiveness;
- Learn communication effectiveness by maximizing the communication tools of words, voice and body language;
- Apply Verbal and Non Verbal Techniques to build shared understanding;
- Recognize and manage differences between you and non-technical professionals
- Learn how to choose your words carefully to obtain the best results in every interpersonal situation;
- Understand how to speak more fluently by initiating and developing ideas and responding appropriately;
- Develop active listening skills that promote better work relationships.
- Learn how to participate more actively and positively in group activities and get and keep positive attention; and
- Understand how to overcome communication barriers that cause conflict and misunderstanding – without being passive or aggressive.

Target Audience

- Business Professionals
- Service Managers
- Product and project managers
- Supervisors
- Team Members/ Office Staff
- Support Staff
- Front liners



SPARTAN
Allied Services

Deliver Results - Create Value

Project Structure and Outline

The Program is delivered using a combination of instructor-led discussion, case study and exercises on practical implementation of the concepts discussed within the training. The topics presented below define the areas of focus under the program.

- **MODULE ONE: Laying the Foundation**

- ✓ Elements of Communication
- ✓ Communication protocols
- ✓ Barriers to communication
- ✓ Ineffective communication
- ✓ The Communication Pattern
- ✓ Principles of communication
- ✓ Communication exercise

- **MODULE TWO: Communication Skills**

- ✓ Professional Call management
- ✓ Benefits of professional call management
- ✓ Using Silent time effectively
- ✓ Call control

- **MODULE THREE: Verbal Skills**

- ✓ The principles of good verbal skills
- ✓ Adapting to the caller's style – how and why
- ✓ Face-to-face vs. telephone communication
- ✓ Verbal vs. Non-Verbal communication

- **MODULE FOUR: Listening Skills**

- ✓ Paraphrasing
- ✓ Active listening – the principles
- ✓ Active listening – the benefits
- ✓ Barriers to listening

- **MODULE FIVE: Written communication Skills**

- ✓ Why use proper grammar and spelling?
- ✓ Professional business communication
- ✓ Behaviors to avoid



- **MODULE SIX: Questioning Skills**

- ✓ Types of questions
- ✓ Open and closed questions
- ✓ Why open and closed questions are important
- ✓ Structured questioning

- **MODULE SEVEN: Communication and culture**

- ✓ Cultural Polarities
- ✓ How Cultural orientation and values affects communication
- ✓ Cross-Cultural Tool Box

- **Module EIGHT: INTEGRATION AND SYNTHESIS**

- ✓ A Final Communication Challenge
- ✓ Strengthening Communication Within The Organization
- ✓ ACTION PLAN



Why Choose SAS Management Inc.

We Deliver Results

SAS Management Inc. has consistently proven its capability to deliver and exceed our clients' expectations. We are the only PEOPLECERT® Accredited Training Organization (ATO) in the Philippines. Our pool of consultants and trainers are seasoned industry veterans who have above average qualifications and certifications such as Business Management, Process Improvement, and Organizational Development Programs.

We Create Value

SAS Management Inc. believes in ensuring that our services meet the intended needs of our clients. To us, it is more than just providing training and consulting but rather ensuring that these are the things that our clients really need. This is why SAS Management Inc. is probably the only training provider that does a thorough needs assessment prior to providing a proposal. Our goal for every proposal is to CREATE VALUE for your organization.

SAS Management, Inc. is affiliated and endorsed by the following organizations:



SPARTAN
Allied Services

Deliver Results - Create Value