

EFFECTIVE COMMUNICATION - A SNAPSHOT OF OUR OFFERINGS

It is a privilege to be a part of your progress. We are sure that no one knows your needs better than you, and hence we would appreciate a stock taking through a simple **Training Need Analysis** Document. If need be, a mystery shopping exercise can be conducted to better identify the needs.

ONE DAY FOLLOW UP SESSION

The follow up for the 2 days training program is optional. It is aimed at motivating the participants. Here, learners assess the impact of training and level of application and implementation in their performance areas. During this session, they revisit the modules to further enhance understanding.

CORE MODULES

PROJECT THE RIGHT IMAGE THROUGH ART OF VERBAL AND VOCAL COMMUNICATION

DURATION: 4 HOURS

While appropriate appearance and body language form the visual part of any communication in a meeting, vocal communication skills are absolutely irreplaceable. This module helps the participant to be more aware of the subject and enhance his or her personal communication skills through elements of communication, barriers, communication styles & traits, constituents of verbal communication, etc. This module helps improve listening skills and make each participant discover their own communication style through exercises.

APPROPRIATE BODY LANGUAGE

DURATION: 3 HOURS

Body language is a highly focused area of communication. Most of the time people are unaware of their gestures and the signals they send across. Projecting right body language helps one create the right impression and the right climate for a serious conversation. This module gives valuable insight into the same and covers para linguistics, kinesics, postures, proxemics, haptics, appearance, Mirroring and reading body language for better understanding, acceptance and success in every interaction.

ENHANCE YOUR IMAGE THROUGH BETTER PRESENTATION SKILLS

DURATION: 4 HOURS

In this module, the participant learns the much needed techniques for making presentations and to customise the presentation according to the objectives. Understand and avoid common causes of failure, and learn to structure the presentation step-by-step. The why, where, when, who, what and how of a presentation is explained in detail.

TRANSACTIONAL ANALYSIS FOR RIGHT IMAGE

DURATION: 3 HOURS

TA - The concept, different ego states and the types of transactions. Engage in more complementary transactions while dealing with others with knowledge of different ego states and by understanding the other person's emotional state. Identifying ego states through non-verbal communication. Life positions. Ensure win-win in each transaction by identifying every ego state through the vocabulary, tone, facial expressions, postures and gestures.