

## **Course Name:**

### ***Communication Skills Program for Executive***

## **Synopsis**

This outline provides a comprehensive structure for a communication skill training program, covering various aspects of verbal, nonverbal, written, interpersonal, cross-cultural, and digital communication. It incorporates both theoretical concepts and practical exercises to ensure participants can apply their learning effectively in real-world scenarios.

## **What You Will Learn**

- Improved Clarity and Understanding
- Enhanced Collaboration and Teamwork
- Increased Productivity and Efficiency
- Strengthened Leadership Skills
- Heightened Employee Engagement and Satisfaction
- Improved Conflict Resolution and Problem-Solving
- Adaptability to Digital Communication Technologies
- Heightened Cultural Competence and Inclusivity
- Continuous Learning and Improvement

## **Who Should Attend**

Executive

## **Prerequisite**

N/A

## Course Methodology

- Theory
- Hands-On
- Discussions
- Interactive Classroom Session

## Course Duration

2 days - 9am - 5pm

## Course Structure

### Session 1: Introduction to Communication Skills

- Importance of effective communication
- Key components of communication
- Common communication barriers

### Session 2: Verbal and Non-Verbal Communication

- Clear and concise language
- Active listening techniques
- Assertiveness vs. aggressiveness
- Effective questioning skills
- Body language cues Using
- Facial expressions and gestures
- Eye contact and its significance
- Posture and stand

### Session 3: Written Communication

- Structuring written communication
- Professional email etiquette
- Crafting persuasive messages
- Proofreading and editing tips

### Session 4: Interpersonal Communication

- Building rapport and trust
- Handling conflicts and difficult conversations
- Empathy and emotional intelligence
- Giving and receiving constructive feedback

### Session 5: Cross-Cultural Communication

- Understanding cultural differences
- Respecting cultural norms and customs
- Avoiding misunderstandings in diverse settings
- Building cultural competence

### Session 6: Communication in the Digital Age

- Social media etiquette
- Virtual communication best practices
- Managing online reputation
- Dealing with digital distractions

### Session 7: Developing Action Plans

- Setting communication goals
- Identifying areas for improvement



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- Creating personalized strategies for growth
- Accountability measures and follow-up

*Session 8: Role-Playing and Practical Exercises*

- Scenario-based simulations
- Group discussions and feedback sessions
- Peer-to-peer coaching opportunities
- Real-world application of learned skills