

COMMUNICATION SKILLS

nmcqc offers customized communication skills training and workshops for Tiny, Small and Medium Industries that are looking to:

- Improve communication skills of employees
- Enhance both internal and external customer service performance
- Empower business relationships through enhanced **Interpersonal Communication Skills**
- Increase workplace productivity and retention

Today's workplace environment requires an enhanced set of **Workplace Communication skills...**

Our training programs identify important **Workplace Communication Skills** and train your employees, staff and team members to be able to use better **interpersonal communication skills** that make the difference between an ordinary employee and an exceptionally effective professional. These distinctions include:

- Knowing how to work effectively in a global economy
- Understanding clients' needs and outlook
- Working to build trust and commitment
- Using a strategic and collaborative process

The emphasis of this **communication skills training** will be in the following areas:

1. **Verbal Communication** (Includes both spoken and written forms)
2. **Non-verbal communication** – (Understanding Body Language)
3. **Listening skills** (Active, Passive and Reflective Listening)

Tailored and In-House Communication Skills Training

Our *Communication Skills Training* can be tailored as an in-house programme to address specific issues within your company.

Communication Skills Training Objectives

- Raising Awareness
- Understanding Communication Dynamics
- Working with **Body Language**
- Dealing with Assumptions
- Working with Differing Points of View
- Understanding Patterns, Habits and Beliefs
- Developing Great **Listening and Responding Skills**
- Developing Individual Strengths and Qualities
- Understanding Active vs Passive Choosing
- Using Positive Reinforcement
- Managing Conflict**



- Being More In-Charge
- Gaining Confidence

Communication Skills

Companies talk about needing better communication skills, but very often are not clear about exactly what that means or they don't know how to go about making it happen.

Communication skills have to be developed, honed and added to on an on-going basis. They are at the heart of interpersonal skills and the greater your awareness of how it all works, the more effective your communication will be.

Most people in business think they communicate pretty well, and in our experience that's generally true.

However, even the best communicators can have their communication skills undermined when they get wrong-footed, face potential humiliation, and feel misunderstood.

Therefore, we like to develop the communication skills people already have and the things they already do well, rather than focusing on what's wrong or what needs to be fixed.

Being a good communicator is often about feeling confident in those situations where you don't always feel comfortable, so we make life easier for you by enhancing what's already there. In other words, you don't have to learn a whole bunch of radically new things.

Being an effective communicator means that other people take you seriously, listen to what you have to say and engage in dialogue.

Our work on *Communication Skills Training* includes influencing, negotiation, making an impact, dealing with conflict and difficult people - really, anything that has to do with people dealing with other people with far more confidence, assurance and authenticity.

Communication Skills Training generally covers most of the following:

- [Customer Service Training](#)
- [Business Etiquette Training](#)
- [Business Writing Training](#)
- [Marketing Communication Skills Training](#)
- [Cross-Cultural Communication Skills Training](#)
- [Negotiation and Sales Training](#)
- [Stress and Time Management Training](#)
- [Leadership, Management, and Supervision Skills Training](#)
- [Presentation Skills and Train the Trainer Training](#)
- [Creativity and Critical Thinking Training](#)

Benefits of proper communication Include

- Prevent Costly Miscommunications
- Accelerate Change with Clarity and Intention

- Increase Productivity and Performance
- Fast Track Problems Solving
- Standardize a set of dialogue and style in your area
- Convert Competition into Cooperation
- Lead with Excellence and Credibility
- Cultivate Customer Loyalty Based on Trust
- Take Charge of Emotions, Attitudes and Beliefs
- Channel Negative Energy into Positive Results

Communication Skills can be applied at work and at home.

- Understand the Unmet Needs behind Complaints
- Transform Judgment into Understanding
- Identify Communication Gaps that Cause Conflict
- Conserve Valuable Time and Energy
- Say NO to Interruptions with Confidence and Ease
- Defuse Negativity with Empathetic Listening
- Reduce Stress and Maintain Balance
- Develop Individual Strengths and Qualities

TO DEAL ANY SITUATION WITH CONFIDENCE AND PERFORM EFFECTIVELY--

RELY ON SEVENTH SENSE SERIES BOOKS - AVAILABLE ON PHONE CALL !!

(ONLY DIRECT SALE from nmcqc)

1. WIN THE WORLD THROUGH EFFECTIVE COMMUNICATION
2. EFFECTIVE TEAMBUILDING

■ Written by v.muthukrishnan

■ SPECIFICALLY FOR INDUSTRIAL STAFF & MANAGERS.

■ Reading this book helps you grasp issues better and also enables improved writing and communication skills