

# Interpersonal Communication Strategy

## Syllabus

After completing this course, participants will have learned to:

- The role of Leadership
- Able to work as a perfect team worker
- Characteristics of an effective team – primary & secondary
- Understanding proper communication
- Understand Customer service attitude
- Understand Organization services
- Middle management
- Duties & Responsibility of employees
- Self-motivation
- To help participants plan for a more effective team/employees' performance within their unique organizations
- The sessions importance will inventory leaders' strengths and how to do the same with their team members
- Team leaders/supervisors/HR officers/ employees will also discover the characteristics of a successful team and will carefully begin a development plan for each of their members
- Defines why the person is doing something he is doing, what is his reasoning behind doing a particular thing and what he plans to achieve from it
- Highest quality services for customers
- Effective Communication with others
- To achieve and implement top management task.

|                | Contents   | Takeaways   | Key Exercises  |
|----------------|--|---|--|
| <b>Modules</b> | 1. Company Overview: Mission, Vision, Culture & Values<br>2. Health & Safety training<br>3. Personal Hygiene and Workplace Safety<br>4. Team Building<br>5. Motivation<br>6. Customer Service<br>7. Coaching<br>8. Duties & Responsibilities<br>9. Effective Communication<br>10. Delegation<br>11. Leadership<br>12. Middle Management Training (MMT) | <ul style="list-style-type: none"> <li>• The role of Leadership</li> <li>• Able to work as a perfect team worker</li> <li>• Characteristics of an effective team – primary &amp; secondary</li> <li>• Understanding proper communication</li> <li>• Understand Customer service attitude</li> <li>• Understand Organization services</li> <li>• Middle management</li> <li>• Duties &amp; Responsibility of employee's Self-motivation</li> </ul> | <ul style="list-style-type: none"> <li>• Discussion</li> <li>• Workshop</li> </ul> |