Developing your Communication Skills Training

Duration: **3 Day**

BILGINC IT Academy
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Overview

Strong communication skills are essential for success in today's workplace. This practical and interactive workshop helps participants understand the factors that impact communication effectiveness, adjust their communication approach for different audiences, and confidently manage challenging conversations.

Learners will leave with practical tools and techniques that can be applied immediately to improve clarity, tone, and overall communication effectiveness.

Prerequisites

There are no mandatory prerequisites for attending this course. Participants will gain the greatest benefit by engaging actively in discussions, exercises, and collaborative activities.

Who Should Attend

This course is designed for professionals who want to:

- Improve workplace communication skills
- Communicate more effectively with colleagues, customers, and stakeholders
- Adapt their communication style to different situations
- Build confidence when handling difficult conversations

What You Will Learn

By the end of this course, participants will be able to:

- Identify common barriers that negatively affect workplace communication
- Adapt communication techniques for different audiences and environments
- Apply structured approaches to difficult conversations with confidence
- Create a personal communication toolkit to support clear and purposeful interactions

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Outline

Communication in the Modern Workplace

- Understanding why messages are misunderstood
- The importance of clarity, tone, and intent
- Applying the ACT framework to improve communication effectiveness

Adaptive Communication Techniques

- Adjusting communication styles for different personalities
- Structuring messages for maximum impact
- Choosing the right communication method for different situations

Managing Difficult Conversations

- Preparing for sensitive discussions
- Delivering messages with confidence and professionalism
- Providing constructive feedback effectively
- Using the ACT model to navigate challenging interactions

Building Your Personal Communication Toolkit

- Practical communication resources and frameworks
- Techniques for creating inclusive and effective messages
- Developing habits that strengthen communication over time