



## Training Topics:

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### The Art of Effective Communication:

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- **Verbal Communication**
  - Probing Skills
    - Open-ended Questions
    - Close-ended Questions
    - Counter-productive questions
  - Paraphrasing
  - Summarizing
- **Listening**
  - Active Listening
  - Reflective Listening
  - Passive Listening

### Business Etiquette and Personal Grooming:

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- **Making a Great First Impression:**
  - How to present yourself to people
  - Greetings, Introductions
  - The art of small talk - How to make proper introductions, Paying & Receiving Compliments, Small Talk & Networking
  - Developing Your Professional and Personal Image
  - Personal Hygiene
  - Polish interpersonal skills
- **Etiquette of Dressing:**
  - The do's and don'ts in dressing
  - Understanding various dress codes
  - Clothes and Corporate Culture



## Conflict Resolution Process:

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- **Getting to the Root Cause**
  - Examining Root Cause
  - Identifying the Benefits of Resolution
- **Generating Options & Building a Solution**
  - Generate, don't Evaluate
  - Creating Mutual Gain Options and Multiple Option Solutions
  - Digging Deeper into your Options
  - Creating a Shortlist
  - Choosing a Solution
- **Managing Emotions – Enhancing Emotional Intelligence**
  - Keeping your cool
  - Empathy
  - Asking yourself empowering questions
  - Usage of vocabulary and how it affects emotional states
  - Moving from being reactive to being responsive

## Interpersonal Communication:

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- To educate participants on **tips and strategies those are followed by people with a high-level of interpersonal intelligence**, for participants to start using in order to create powerful results in business relationships
  - Starting and sustaining conversations that are engaging
  - Handling conversations with the opposite sex
  - Acknowledging differences
  - Giving and receiving compliments
  - Coming across as a positive person
  - Avoiding bad conversational habits
- **Communicating Effectively at the Workplace**
  - To enable participants to effectively communicate in business situations they encounter on a regular basis
    - Dealing with difficult people



- Dealing with negativity at the workplace
- Sharing knowledge at the workplace

## **Training Hours:**

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The duration of the training program will be 16 hours per batch.

## **Training Methodology:**

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- Instructor Led Training
- Role Plays
- Games and Group Activities
- Movie and Audio Clips

## **Resources Required:**

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- Momentum Training Solutions will conduct the training
- Maximum number of participants to a class will be 20
- The training will be conducted at a venue organized by your organization
- The following will be provided by your organization:
  - Handouts will be printed/photocopied
  - An LCD projector
  - Audio speakers