



Interpersonal Skills and Self Development

## **Communication skills and Team Excellence for fresh graduates**

## Course Introduction

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Communicating effectively is one of the most powerful skills for achieving objectives, through giving anyone the needed tools and insights to communicate perfectly with everyone in the team.

This training Program will help all fresh Graduates to develop the required skills to develop the ability to clarify messages to create a united vision that contributes to enhancing the chances of achieving the desired goals.

The skills covered in this training Program will help increase participants ability to become better in active listening, receive and give effective feedback, deal with several communication challenges and manage conflicts perfectly, with the aim of building an effective work environment, based on cooperation and effective team working.

## Target Audience

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Recent graduates or early-career professionals seeking to enhance their communication skills, build rapport, and effectively contribute to team dynamics and collaborative projects in the workplace.

## Learning Objectives

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**By the end of this training program, Participants will be able to:**

- Apply the skills necessary for communicating in an effective manner.
- Understand the psychology of communication, Communication barriers and challenges, and how to overcome them.
- Improve Verbal and non-verbal Communication skills.
- Employ techniques for listening actively and empathically.
- Understand workplace conflict's different types, and how they affect their performance.
- Handle feedback and criticism constructively.
- Master acquiring the desired agile Mindset for successful change adoption.
- Enhance team working, trust, and collaboration with other teams' leaders and colleagues, or with other organization's departments.
- Develop Awareness of barriers against teamwork.
- Practice how to develop positive relationships through team activities.
- Apply strategies for building rapport with others.

# Course Outline

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- 01 Day One

## **Understanding Your Communication style and navigating others!**

- What is communication?
- Back to basics: communication Roles sender vs. Receiver.
- Competencies of a good sender.
- Competencies of a good receiver.
- Types of channels of communication in the workplace.
- Understanding communication Barriers.
- What are the communication styles?
- What's your communication style (DISC self-assessment)?
- Strengths and weaknesses of each style.
- Does and don'ts while communicating with the different 4 styles.

## **Emotional Excellence:**

- What is Emotional Intelligence?
- Benefits of EI.
- 5 Dimensions of Daniel Goleman EI Model.
- Assess your EQ.
- Self-Awareness.
- Johari Window Model.

## **How to Establish a Connection?**

- The 4 Cs of communication.
- What is active listening?
- Why it is important?
- Hearing vs. listening.
- Listening for verbal and nonverbal cues (holistic listening).
- Importance of Asking questions to functional communication and to minimize assumptions.
- Types of questions.
- How to ASK professional and compelling questions.
- Group Activity (Communication Origami).

### **• 02 Day Two**

## **Adaptability to Different Contexts:**

- Importance of adaptability in communication.
- Strategies for adapting communication style to different contexts, such as cultural differences or different communication channels.
- Techniques for building rapport and establishing trust in different contexts.
- Role plays to practice adapting to different communication contexts.

## **Teamwork: The Ultimate Power of Successful Organizations**

- Team building: Definition and Importance.
- Barriers to the introduction of teamwork concept.

- Benefits of teamwork.
- Developing and understanding of how relationships effect teams.

## **What makes a team work? (Group Activity)**

### **Building and Gaining Trust:**

- Five elements of Trust from ATD.
- Steps to Boost trust within team members.
- Creating the Right Environment for Trust and Collaboration.
- Managing Conflict.

#### **• 03 Day Three**

### **The Five Behaviours of a Cohesive Team**

- The Five Dysfunctions of a team.
- Behaviours that maintain the balance of the work team.
- Working towards the same goal.
- The Belbin Model.
- Understanding the Teams Objective.

### **Becoming a Team Player:**

- Roles played by individuals within teams.
- The impact of self-state on the performance of team members.
- Be reliable.

- Open Communication.
- Knowing Your Strengths and Weaknesses.

## Understanding Conflict and Difficult Situations:

- Defining the Nature, Types and Causes of Conflict.
- Conflict vs Competition: When one overtakes the other.
- Benefits and Drawbacks of Conflict in the Workplace.
- The 6 types of difficult people.
- Key steps for dealing with different behavior and personalities styles.
- How to resolve conflicts in a constructive way?
- How to overcome conflicts and difficult situation?

### Confirmed Sessions

FROM	TO	DURATION	FEES	LOCATION
April 21, 2025	April 23, 2025	3 days	3250.00 \$	UAE - Dubai
June 15, 2025	June 17, 2025	3 days	3250.00 \$	KSA - Riyadh
Oct. 6, 2025	Oct. 8, 2025	3 days	3950.00 \$	Malaysia - kuala lumpur