

# COMMUNICATE IN THE WORKPLACE (WORKPLACE SECTOR)

“Strengthen Your Workplace Communication. Foster Clearer, Safer, and More Productive Teams.”

## Schedule

| Venue (InHouse)               | Fees                  |
|-------------------------------|-----------------------|
| At Your Organization Premises | Ask For The Quotation |

► Available delivery methods: In-House Training

## Introduction

Effective communication is essential for operational efficiency, team cohesion, safety, and customer satisfaction in all workplace environments. This training provides participants with the skills and strategies to communicate clearly, confidently, and respectfully within diverse workplace settings. Whether verbal, non-verbal, or written, communication is critical for following instructions, reporting incidents, collaborating in teams, and managing interpersonal conflict.

## Objectives

- By the end of this course, participants will be able to:
- Understand the fundamentals of workplace communication
  - Use effective communication techniques appropriate to workplace contexts
  - Interpret instructions and communicate needs clearly
  - Listen actively and provide appropriate feedback
  - Resolve misunderstandings and respond to conflict appropriately
  - Follow organizational communication protocols and reporting procedures

## Why Attend

Poor communication can lead to delays, safety incidents, and conflict in the workplace. This course helps individuals become more mindful and effective communicators—an essential skill in operational, administrative, or customer-facing roles.

## Target Audience

- General staff and support personnel
- Operational workers, technicians, and safety officers
- Supervisors and team leaders
- Customer service or front-line workers
- Anyone new to workplace settings or English-speaking environments

## Individual Benefits

- Gain confidence in communicating clearly and professionally
- Improve relationships with team members and supervisors
- Reduce misunderstandings and work-related stress
- Increase ability to follow and give instructions accurately

## Organizational Benefits

- Smoother operations and improved workflow
- Reduced miscommunication and operational errors
- Enhanced team morale and collaboration
- Clearer reporting, escalation, and documentation systems

## Instructional Methodology

- Interactive lectures and communication drills
- Role-play and small group exercises
- Listening and feedback simulation
- Video examples and reflection
- Communication style assessments and improvement plans

Course Outline

5-DAY DETAILED COURSE OUTLINE (CUSTOMIZABLE)

Training Hours: 7:30 AM – 3:30 PM Daily Format: 3-4 Learning Modules | Coffee Breaks: 09:30 & 11:15 | Lunch Buffet: 01:00 – 02:00

Day 1: Communication Foundations

- Module 1: Principles of Workplace Communication (07:30 – 09:30)
- Module 2: Types of Communication (Verbal, Non-verbal, Written) (09:45 – 11:15)
- Module 3: Barriers to Effective Communication (11:30 – 01:00)
- Module 4: Workplace Culture and Communication Expectations (02:00 – 03:30)

Day 2: Speaking and Listening with Clarity

- Module 1: Giving and Receiving Clear Instructions (07:30 – 09:30)
- Module 2: Active Listening and Paraphrasing Techniques (09:45 – 11:15)
- Module 3: Assertive vs. Passive Communication Styles (11:30 – 01:00)
- Module 4: Practical Role-Plays: Briefings and Toolbox Talks (02:00 – 03:30)

Day 3: Written and Digital Communication

- Module 1: Writing Clear Workplace Messages and Emails (07:30 – 09:30)
- Module 2: Documenting Incidents and Reporting Hazards (09:45 – 11:15)
- Module 3: Communicating via Radio or Handheld Devices (11:30 – 01:00)
- Module 4: Practice Workshop – Filling Out Standard Forms (02:00 – 03:30)

Day 4: Team and Cross-Functional Communication

- Module 1: Working with Diverse Teams (07:30 – 09:30)
- Module 2: Dealing with Language Barriers and Miscommunication (09:45 – 11:15)
- Module 3: Feedback, Recognition, and Constructive Criticism (11:30 – 01:00)
- Module 4: Resolving Workplace Conflict through Communication (02:00 – 03:30)

Day 5: Practical Review & Assessment

- Module 1: Reviewing Communication Scenarios and Policies (07:30 – 09:30)
- Module 2: Group Roleplay Assessments and Feedback (09:45 – 11:15)
- Module 3: Communication Self-Assessment & Improvement Plan (11:30 – 01:00)
- Module 4: Final Recap and Certification Ceremony (02:00 – 03:30)

Certification

Participants will receive a Certificate of Achievement upon successful completion of the course. This certification can contribute to WHS compliance, employee development plans, and operational readiness documentation.

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| <p><b>In-House / Customized Training</b></p> <p>Interested in running this course for your team?</p> <p>Please contact us:</p> | <p>TEL:</p> <p><b>+601116373203</b></p> | <p>EMAIL:</p> <p><b>info@mawaevents.net</b></p> |
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