

ADVANCED COMMUNICATION SKILLS

“Speak with Confidence, Listen with Empathy, and Lead with Influence.”

Schedule

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

► Available delivery methods: In-House Training

Introduction

Effective communication is one of the most valuable professional skills in today’s competitive world. The ability to express ideas clearly, listen actively, and adapt your message to different audiences is essential for leadership, teamwork, and professional growth. The Advanced Communication Skills course is designed to strengthen participants’ ability to communicate with confidence, clarity, and emotional intelligence. It focuses on advanced techniques in verbal, non-verbal, and written communication, presentation delivery, and interpersonal effectiveness. Participants will learn to handle difficult conversations, persuade audiences, and establish strong professional relationships. Through interactive exercises, discussions, and real-world simulations, this training empowers individuals to become impactful communicators and confident professionals.

Objectives

- By the end of this course, participants will be able to:
- Understand the key principles of advanced communication.
 - Master verbal and non-verbal communication techniques.
 - Communicate clearly and persuasively across professional contexts.
 - Improve listening skills and empathy to build stronger connections.
 - Deliver professional presentations with confidence and credibility.
 - Handle conflicts and challenging conversations effectively.
 - Strengthen interpersonal and team communication skills.
 - Adapt communication style to different audiences and situations.

Why Attend

Strong communication skills are vital for career advancement, leadership effectiveness, and workplace success. This course provides participants with the tools to enhance self-expression, influence others, and collaborate more effectively. Whether you aim to improve your public speaking, professional writing, or interpersonal impact, this training ensures you gain practical techniques to communicate with authority and purpose.

Target Audience

This course is ideal for:

- Managers, Team Leaders, and Supervisors
- Professionals in Customer Service, Sales, and Marketing
- Human Resource and Training Personnel
- Project Managers and Administrative Officers
- Employees seeking career growth and leadership roles
- Anyone who wants to enhance clarity, confidence, and persuasion in communication

Individual Benefits

- Communicate with greater confidence, clarity, and professionalism.
- Enhance listening, persuasion, and presentation abilities.
- Develop emotional intelligence and empathy in communication.
- Build trust and credibility in workplace relationships.
- Improve problem-solving and conflict resolution through dialogue.
- Strengthen personal impact and leadership presence.

Organizational Benefits

- Foster a culture of open, effective communication.
- Reduce misunderstandings, errors, and conflicts.
- Improve teamwork, collaboration, and overall productivity.
- Enhance employee engagement and client relationships.
- Strengthen the organization's professional image and internal culture.
- Support leadership development and performance excellence.

Instructional Methodology

This program employs a highly interactive and experiential learning approach through:

- Engaging lectures and guided discussions
- Practical communication exercises and simulations
- Role-playing and real-life case studies
- Group workshops and teamwork activities
- Personalized feedback and reflection sessions
- Presentations and continuous performance coaching

Course Outline

Module 1: Fundamentals of Advanced Communication

Module 2: Verbal and Non-Verbal Communication Mastery

Module 3: Active Listening and Empathy Development

Module 4: Assertive Communication and Confidence Building

Module 5: Professional Presentation and Public Speaking Skills

Module 6: Persuasion, Influence, and Negotiation Techniques

Module 7: Managing Difficult Conversations and Workplace Conflicts

Module 8: Emotional Intelligence in Communication

Module 9: Communication in Teams and Cross-Cultural Contexts

Module 10: Capstone Session – Real-Life Communication Practice and Feedback

Certification

Upon successful completion, participants will receive a Certificate in Advanced Communication Skills, recognizing their mastery in professional communication, active listening, and interpersonal effectiveness for workplace success.

Why Choose MAWA Events

• **Global Expertise:** More than 17 years of experience in professional training and consulting.

• **Industry-Leading Faculty:** Courses delivered by seasoned professionals with hands-on experience.

• **Practical Insights:** Learn to turn theory into actionable strategies for real-world business impact.

• **Client-Focused Solutions:** Customized programs designed to achieve your organisation’s unique goals.

In-House / Customized Training

Interested in running this course for your team?

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