

COMMUNICATION ESSENTIALS

“Master the Core Skills of Clear, Confident, and Impactful Communication.”

Schedule

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

► **Available delivery methods:** In-House Training

Introduction

Communication is the foundation of all human interaction — whether in the workplace, education, or personal life. The ability to express ideas clearly, listen actively, and engage meaningfully determines professional success and personal confidence. The Communication Essentials course equips participants with the fundamental skills required to communicate effectively across diverse situations and audiences.

This program focuses on the essential aspects of verbal, non-verbal, and written communication, enabling participants to convey their thoughts with clarity and professionalism. Through practical exercises, real-world examples, and interactive learning sessions, participants develop the confidence and competence to make their communication more purposeful, persuasive, and productive.

Objectives

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

- Understand the fundamentals and importance of effective communication.
- Enhance verbal and non-verbal communication skills.
- Apply techniques for active listening and effective feedback.
- Communicate clearly and confidently in professional settings.
- Develop strategies for handling communication barriers.
- Improve written communication and email etiquette.
- Strengthen interpersonal communication and teamwork.
- Adapt communication style to different audiences and contexts.

Why Attend

Strong communication skills are essential in every profession. Whether presenting ideas, writing reports, or working in teams, effective communication drives success. This course helps participants build confidence, clarity, and connection in their everyday interactions. It is ideal for anyone who wants to enhance their personal and professional effectiveness through improved communication.

Target Audience

This course is suitable for:

- Office and Administrative Professionals
- Supervisors and Team Leaders
- Customer Service Representatives
- Teachers, Students, and Trainers
- Early-career Professionals and Job Seekers
- Anyone looking to strengthen foundational communication skills

Individual Benefits

- Build confidence in expressing ideas and opinions.
- Learn active listening and constructive feedback techniques.
- Improve verbal, written, and presentation skills.
- Develop professionalism in workplace communication.
- Overcome nervousness and enhance public speaking abilities.
- Strengthen teamwork and interpersonal understanding.

Organizational Benefits

- Improve clarity and efficiency in workplace communication.
- Enhance collaboration and teamwork across departments.
- Reduce miscommunication, conflicts, and delays.
- Boost customer satisfaction through effective interaction.
- Promote a culture of openness and professional dialogue.
- Increase employee engagement and morale through better understanding.

Instructional Methodology

The training uses a highly interactive and practical approach through:

- Real-life communication scenarios and exercises
- Group discussions and teamwork activities
- Role plays and speaking practice
- Self-assessment and feedback sessions
- Audio-visual demonstrations and presentations
- Guided coaching for improvement in tone, body language, and expression

Course Outline

- Module 1: Introduction to Communication and Its Importance
- Module 2: Elements and Process of Effective Communication
- Module 3: Verbal and Non-Verbal Communication Skills
- Module 4: Active Listening and Empathetic Communication
- Module 5: Overcoming Barriers to Communication
- Module 6: Written Communication and Email Etiquette
- Module 7: Presentation and Public Speaking Essentials
- Module 8: Interpersonal Communication and Team Collaboration
- Module 9: Professional Communication in the Workplace
- Module 10: Capstone Activity - Communicating with Clarity and Confidence

Certification

Upon successful completion, participants will receive a Certificate in Communication Essentials, acknowledging their mastery of the core communication skills needed for professional success and effective interpersonal relationships.

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?

Please contact us:

TEL:

+601116373203

EMAIL:

info@mawaevents.net

© Material published by MAWA Events shown here is copyrighted. All rights reserved. Any unauthorized copying, distribution, use, dissemination, downloading, storing (in any medium), transmission, reproduction or reliance in whole or any part of this course outline is prohibited and will constitute an infringement of copyright.