



PB INSTITUTE OF RESEARCH AND TECHNOLOGY

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Nairobi - Kenya

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Advanced Communication Skills For The Professional Woman Workshop

Duration: 5 days

On-Site

01 Who Should Attend

- This training course is suitable to a wide range of female professionals but will greatly benefit:
- Senior managers, especially those who are newly promoted
- Line managers and supervisors??
- HR generalists & Business Partners
- HR specialists
- Personal Assistants

02 About the Course

It is widely acknowledged that women perform better and more successfully in situations where a high degree of empathy, communication skills and interpersonal skills are required. Every organisation has at least one or two women who seem to know and work well with everyone. They get things done faster, more efficiently and seemingly with less stress and manage to lower the emotional temperature in situations. What's the secret to their success - the ability to build and maintain workplace relationships and confront situations assertively and openly.

This comprehensive and innovative training course will help delegates to build on their existing skill base and enhance the way they work with others. The ability to interpret non-verbal communication effectively is a key basis of any good communicator and this intensive 5-day training course will develop this skill as well as the other essential communication skills required in the workplace to deal with a range of challenging situations.



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03 Workshop Objectives

- Explain the psychological framework of good working relationships
- Understand the way personalities react differently to situations
- Analyse the origins of inappropriate behaviour and poor performance
- Vary their social style in a range of situations
- Apply their communication skills to facilitate teamwork and co-operation

04 Module Topics

Module 1: ??? Day One: Communication and Interpersonal Skills

- ??? Understanding the importance of ???people??? skills and how they affect the job
- ??? Determining interpersonal strengths and weaknesses
- ??? Evaluating common behaviour styles
- ??? Defining what makes people ???difficult???
- ??? Emotional intelligence and empathy
- ??? Nonverbal communication

Module 2: Day Two: Selection & Promotion Interviewing

- ??? The purpose of the interview
- ??? Understanding the requirements of the role
- ??? Behavioural and competence-based questions
- ??? Questioning and listening skills
- ??? Probing and contrary evidence
- ??? Practical Session

Module 3: Day Three: Using Workplace Mediation



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- ▶ ??? What is mediation?
- ▶ ??? Who can mediate and what can be mediated?
- ▶ ??? Stages in mediation
- ▶ ??? How to handle an impasse
- ▶ ??? Coming to agreement
- ▶ ??? Practical Session

Module 4: Day Four: Developing Negotiation and Persuasion Skills

- ▶ ??? The process of negotiating
- ▶ ??? Negotiating is not compromising or compelling
- ▶ ??? Range of possible outcomes
- ▶ ??? The successful negotiator
- ▶ ??? Mistakes to avoid
- ▶ ??? Practical session

Module 5: Day Five: Conducting Investigations

- ▶ ??? Which situations require an independent investigator?
- ▶ ??? The responsibilities of the employer
- ▶ ??? The rights of the employee
- ▶ ??? The stages of an investigation
- ▶ ??? The role of suspension and dismissal
- ▶ ??? Practical session