

Communication Skills

30 – 48 Hours Module

Course Description

The ability to effectively communicate with other people is an important skill. Through communication, people reach some understanding of each other, learn to like each other, influence one another, build trust, get things done and learn more about themselves and how people perceive them. This course will reinforce the importance of their public relations role, highlight their influence and effect on others and raise their awareness of the key interpersonal skills essential for their success. Therefore, Sieger has developed tools to improve the quality of student's to perform better in college campus during their academic life.

Objectives

Communication Skills, students need basic communication skills, specific speaking and listening skills, interpersonal and group communication skills, communication codes, and listening competencies that will help them succeed in future courses and on the job. Students taking this course will be able to:

- Understand effective human communication techniques and processes.
- Develop and practice human communication skills, including skills in verbal, nonverbal, listening, critical thinking, small group and public speaking.
- Analyze and assess effective human communication.
- To help student's overcome his natural shyness and nervousness.
- Explain how self – image affects one's feelings, attitudes and behaviour.
- To improve the four skills (Listening, Speaking, Reading, and Writing) of the Students;
- To provide a venue for the Students to practice and hone their communication skills;
- Understanding self and others – Attitude Awareness and Apply communication techniques. Describe the steps in preparing presentation.
- To introduce the Students to the sound system of English language (vowel, consonants...)
- To provide the Students with common vocabulary (verbs, nouns, adjectives, adverbs...) and basic grammar (tenses, voices....) of English;
- Develop an all-round personality with a mature outlook while conversing with others
- Perform effectively thereby enhancing the brand image of the college.
- Identify the behavioural manifestations of self-discipline.

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Plot No: 106, Bharathiyar St – Chellappa St Junction, Visalakshi Nagar, Santhosapuram, Chennai – 600073. Tamil Nadu, INDIA.
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Course Outline

- **Introduction to Communication** - Basic Communication Skills, Recognize when it is appropriate to communicate, Select the most appropriate and effective media for communicating, Determine the purpose of oral discourse, State ideas clearly, Communicate ethically, Accept responsibility for his/her communication behavior, Structure a message for effectiveness with in introduction - main points - useful transitions - and a conclusion, Accomplish communication goals, Employ vocal variety in rate, pitch and intensity, Articulate clearly, Employ language appropriate to the designated audience, Recognize the needs and concerns of a culturally diverse society, Recognize and explain the consequences of ethnocentrism, stereotypes, prejudice and bigotry, Demonstrate nonverbal behavior that supports the verbal message, Demonstrate appropriate interpersonal skills for various contexts, Display self-awareness as a communicator
- **Communication Skills** - Flow of Communication, Listening, Barriers of Communication, How to overcome barriers of communication, Build oratory skills, Difference between verbal & non-verbal communication, Overcoming roadblocks of communication, Role of listening, understanding & feedback, Apply the components of verbal communication to their speech, Respond to non-verbal cues in communication, Differentiate between styles of communication, Appreciate the way conversations can be made to work towards a win-win situation by using positive and assertive means of communication.
- **Speech Communication Skills** - Choose and narrow a topic, Adapt to changes in audience characteristics, Demonstrate credibility, Identify facts, issues and problems relevant to the topic, Support arguments with relevant and adequate evidence, Develop messages that influence attitudes - behaviors - and actions, Describe or express feelings to others when appropriate.
- **Interpersonal and Group Communication Skills** - Recognize when another does not understand their message, Identify and manage misunderstandings, Recognize when it is appropriate to speak, Feel and convey empathy towards others, Manage conflict, Maintain conversations by taking turns - managing interaction - reciprocal conversation - and selfdisclosure, Allow others to express different views, Effectively assert his/her views, Ask questions effectively, Listen attentively to questions and comments from other communicators, Answer questions concisely and to the point or issue, Be open-minded about another's point of view, Work collaboratively as a team member, Keep group discussions relevant and focused, Value of win-win situation, Communicate effectively with assertion, Building rapport with people.

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- **Listening Competencies -**

Display literal listening competencies: Recognize main ideas - Identify supporting details - Recognize explicit relationships among ideas - Recall basic ideas and details - Attend with an open mind.

Display critical comprehension competencies: Attend with an open mind - Perceive the speaker's purpose and organization of ideas and information - Discriminate between statements of fact and statements of opinion - Distinguish between emotional and logical arguments - Detect bias and prejudice - Recognize the speaker's attitude - Synthesize and evaluate by drawing logical inferences and conclusions - Recall implications and arguments - Recognize discrepancies between the speaker's verbal and nonverbal messages - Employ active listening techniques when appropriate.

- **Personality Grooming -** Inner Personality Development, Role of motivation & body language, Filling the GAP- Grooming, Attitude, Personality.

Some salient features of the program

- Uniqueness in Methodology.
- It is an intensive but a flexible program designed to suit participants with varied learning patterns.
- Uses sharing and reflecting on experiences of the participants as the major learning tool.
- Program have clear metrics for measuring the effectiveness.
- Is not designed to generate agreement but reactions
- It helps the student's to take part effectively in various selection procedures adopted by the recruiters.

Methodology

- Real-World Experience Simulation between Facilitator & Participants.
- Participants will be led in a Directed Learning Mode, not Just with Facilitator's one-sided Lectures.
- Combination of Presentations and Examples from Facilitator and Interactive / Hands-On Participants' Exercises with Individual / Group Report-Outs.
- Experiential workshop environment where participants will be educated to take risks and make adjustments based on their results from Role-Plays before approaching large real-time projects.

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Course Duration

Option 1: 30 Hours i.e., 5 day Workshop

Option 2: 48 Hours i.e., 8 Days Workshop (for Optimum Result)

Other Details:

- Invoice will be raised on the beginning of the training course and full payment must be made on the last day of the training course;
- All payments must be made by cheque/online transfer etc., drawn in favour of Sieger Training Consultants Pvt. Ltd. Sieger will charge on INR basis only;
- Overseas clients will have to take care of all the training materials directly as briefed by Sieger Training. However, Sieger can procure some (which can be transited) not all, on behalf of the client but any additional charges for custom clearance has to be taken care by client only;
- CLIENT will have to arrange training venue, LCD, Speakers, Mike on their own;
- CLIENT will arrange for trainers Tea / Coffee and Lunch during the training Days;
- Cancellation of confirmed programmes shall be intimated one week in advance else 50% of the total charges shall be applicable;
- CLIENT will recognize the intellectual property rights of Sieger Training and such materials are not to be copied without prior written approval of Sieger Training;
- Take all responsible steps to hold all Sieger Training copyrighted materials confidential to Client;
- Guarantee that no training will be conducted using Sieger Training concepts or material is carried out for employees of CLIENT and CLIENT shall not entertain Sieger Group Trainer's or their Associates to facilitate the training program directly without prior written approval of Sieger Training Consultants (P) Limited;
- Ensure that any materials of Sieger Training supplied to internal employee(s) are retained by Client and or returned to Sieger Training in the event that the employee(s) ceases to be employed by the company;
- Ensure that no substantive modification of course design or content occurs without the prior written permission of Sieger Training, which shall not be withheld unreasonably;
- Treat this agreement as confidential and not divulge its contents to third parties;
- Inform Sieger Training of any internal procedures for the payment of invoices;

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