

Communication Workshops

Workshop Title:	Communication in the work place		
Presenter:	Dr Ghada Angawi		
Target Audience	All organizational Levels	Time Required	2-3 days of full time
Category:	<input checked="" type="checkbox"/> Corporate Culture	<input type="checkbox"/> Customer Loyalty	<input checked="" type="checkbox"/> Employee Engagement
	<input checked="" type="checkbox"/> Etiquette & Professionalism		<input checked="" type="checkbox"/> Process Improvement
Format(s):	<input checked="" type="checkbox"/> Live, Video Recorded	<input type="checkbox"/> eLearning only	<input type="checkbox"/> Blended Learning

WORKSHOP DESCRIPTION and EXPECTED LEARNING OUTCOMES:

This course is flexible in its content and delivery. The outline below covers a lot of skills but can be contracted depending on the organizational needs

Module 1: Basic communication skills and competencies

1. Verbal communication at work.
2. Physical communication at work.
3. Direct and non-direct communication
4. High context and low context communication
5. What is said and what is not said: culture and norms
6. Emotional literacy and the expression of thoughts and feelings.
7. Navigating your own emotions at work.
8. Understanding the stimulus response in communication or developing consequential thinking.
9. Establishing trust and credibility.
10. Ethical communication.

Module 2: higher communication

1. Developing self-awareness.
2. Your emotional patterns.
3. The values and belief system.
4. Navigating emotions and choosing yourself.
5. Developing communication strategies for better work relations.
6. Evaluating and modifying.
7. Developing forward thinking
8. Establishing interpersonal communication with others at work.
9. Listening skills and levels of listening
10. Self-positions in communication.

Module 3: Influential communication

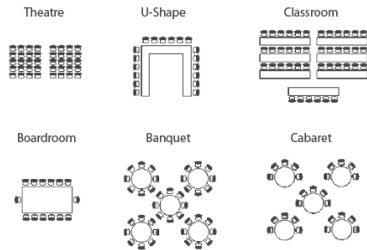
1. The role of self-image.
2. Communication agreements and goals.
3. Presence in communication
4. Active listening and empathy
5. Powerful questioning
6. Direct communication
7. Creating awareness
8. Designing Communication outcome.
9. Planning forward
10. Managing progress and accountability

PRESENTER BIOGRAPHY:

Dr Ghada Angawi has been training and coaching leaders in cross cultural organizations for the past 17 years. She started her career in training with Steven Covey as the facilitator of ‘the 7 habits of highly effective people’ and ‘what matters most’. She then spent years learning positive psychology and mastered NLP tools for coaching change. Her work in her doctoral thesis was focused on effective roles of leadership during strategic decision making in higher education organizations. She is a founding member for the International Coach Federation ICF in Saudi Arabia and an active member in Connecticut ICF chapter with an ACC credential. She is also an Emotional Intelligence EQ assessor and a CCA Cultural Intelligence (CQ) Center Advanced trainer and assessor CQ.

PREFERRED ROOM SETUP:

<input type="checkbox"/> Theatre	<input type="checkbox"/> U-Shape
<input type="checkbox"/> Banquet	<input type="checkbox"/> Cabaret
<input type="checkbox"/> Classroom	<input type="checkbox"/> Boardroom
<input type="checkbox"/> Other: Chairs and no tables freely flowing.	



PRESENTATION/MEETING ROOM REQUIREMENTS:

#	ITEM	#	ITEM	#	ITEM	#	ITEM
✓	Flipchart	✓	Markers		Presenter Mic		Data/Video Projector
✓	Flipchart Stand		Whiteboard		Audience Mic		Presenter Internet Access
	Podium		Screen		Power Strip		Participant Internet Access
	Other Requirement(s):						