

Advance Communication Skills

DESCRIPTION:

This course covers many areas that help improve participant's conversational skills. Core topics include understanding how people perceive the world and the impact of such perceptions on their behaviour, avoiding blame when things go wrong, managing feelings, understanding the relationship between intentions and their influence and many other advanced topics. This course follows from [Communication Skills](#). All topics are presented with plenty of examples where delegates can easily see how the techniques covered in the course are applied in real life.



Objectives:

Upon completion of this training, the participants will be able to:

- to manage their emotions better so that these emotions don't *leak* or *burst* into conversations at the wrong moment.
- to manage difficult conversations
- to avoid getting trapped in a *psychological game* going back and forth on certain points rather than moving forward to focus on underlying issues or concerns.

OUTLINE:

- Understanding Stories
- Intention Analysis
- Avoiding Blame
- Feelings
- Difficult Conversations
- Psychological Games

Mode of Delivery:

Through presentation, group discussion, role plays and self-assessing exercise

TRAINING CODE:

ELWLC 15

DURATION:

15 hours

MODE OF DELIVERY

- presentations
- group discussions
- role-playing
- self-assessing exercises

DESIGNED FOR:

Employees who want to improve their communication skills and built rapport with others

Level:

2,3,&4

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