

**How good are your communication skills?**

**The ability to communicate information accurately, clearly and as intended.**

**Specifically designed to move beyond the 'technicalities' of communication.**

Effective communication involves explaining succinctly, instructing accurately and using unambiguous language. Yet although it is useful to understand the theory of effective communication, whether written or verbal, communication is a practical skill. Therefore to make significant improvements, practical experience is necessary.

Communication activities have been specifically designed to move beyond the 'technicalities' of communication and develop a wide range of communication skills through experiential learning.

### COURSE DETAILS

**Communication programme is a 2-Day course** helping teams and individuals improve their communication skills through experiential learning. Activities designed to successfully develop attitudes and behaviours associated with effective communication

### WHO SHOULD ATTEND

Communication programme is ideal for participants of all levels, from entry level apprentices to the most senior of leaders - associated with people communicating across functional, hierarchical boundaries.

### FEES

- ❖ RM1900 plus 6% SST per participant
- ❖ Enjoy RM 100 discount per participant for registration of three or more participants from the same company and of the same billing source.



**The "Experiential Learning" activities enable participants to develop effective communication skills**

1. **Getting to Know You**  
Discussion Topics:
  - Using both information and opinions to make decision
  - Knowing what are assumptions and expectations vs facts
  - The value of team members relating on a personal basis
2. **Back to Back**  
Discussion Topics:
  - Communicating and appreciating the big picture
  - Effective two-way verbal communication
  - Appreciating and working with others' restrictions
3. **Blind Statues**  
Discussion Topics:
  - Agreeing and working to plans
  - Verbal communication
  - Understand and working with others' limitations
4. **Seeing Red**  
Discussion Topics:
  - Using verbal communication alone to develop a common understanding of complex issues
  - Thinking through problem logically with others
  - The effect of competitive pressures on accuracy
5. **DIY**  
Discussion Topics:
  - Discussion Topics:
  - Sharing, respecting and building on each others' idea
  - Learning about each other as people
6. **Leading the Team**  
Discussion Topics:
  - Motivating teams to work effectively against deadlines
  - Balancing personal workloads against leading a team
  - Understanding standards of performance
7. **The Hoist**  
Discussion Topics:
  - Grasped the fundamental principles of team working but will benefit from more practice
  - To realise that a leader must understand and end goal and keep this in his mind all the time
  - To generate others' commitment to follow instructions and procedures
8. **Creating Obstacles**  
Discussion Topics:
  - Identifying and understanding criteria for success
  - Making decisions together but executing plans separately
  - Working with vs competing against other teams
  - Basic of team leadership
9. **Digital Display**  
Discussion Topics:
  - Individual vs. team success
  - Awareness of others' needs
  - Taking responsibility for the team
  - Communicating the right thing in the right way when others are ready to receive the information
10. **Rectangle**  
Discussion Topics:
  - Planning before acting
  - Revising plans as information is received
  - Listening
  - The impact of individuals' differing styles of verbal communication on others

## Transform your training with experiential learning activities !!

### COMMUNICATION

Make faster decisions, clarify objectives and reduce misunderstandings by improving communication skills, from different styles...

### 2-Day Course Outline

- DAY 1 :  
9:00AM  
to  
5:00PM
- 1. Getting to Know You (15 minutes)**  
Working as one team, the group has to place all team members on a continuum that is based on information that is personal but not private, e.g. length of service, time taken to travel to work, etc. of the members. No individual may give any information about themselves; it all has to be worked out by the group using information that is already known or assumed. Once the order has been agreed group members place each other where they should be, which is not straight forwards either! Only then can individuals reveal the true information.
  - 2. Back to Back (30 minutes)**  
This task involves effective communication at two levels within and between pairs. To be successful individuals must work effectively giving and receiving clear instructions, while the pairs must work together to produce a single product: everyone has to be fully involved.
  - 3. Blind Statues (30 minutes)**  
Group members have to create simple structures that will enable them to move an object as far as possible. The task involves a planning and implementation phase. During the implementation phase half of the members of each group have to wear eye-shades.
  - 4. Seeing Red (40 minutes)**  
This is a competitive task during which team members have to interact throughout. Everyone has to develop a common understanding of the problem, communicating their ideas clearly, think logically together, implement agreed actions carefully, and keep each other updated with progress. All communication has to be verbal.
  - 5. DIY (90 minutes)**  
Teams must design and test task which are then 'tried for real' and evaluated .
  - 6. Leading The Team (40 minutes)**  
The leaders of one or two teams are given a series of tasks that have to be completed by their teams, as well as a confidential task that must be done by them alone. The pay that team members and leader receive is affected by the decisions the leader makes and the successful completion of the task.
  - 7. The Hoist (3 - 4 hours)**  
Two teams work in parallel on a task which is in three parts. AIM: to refresh and develop skills that are fundamental to team leaders. Identifying, clarifying and working to objectives and priorities, developing and delivering instructions to others, motivating others to achieve a goal that may be at odds with their personal objectives and to and utilising the team member's abilities.
- DAY 2 :  
9:00AM  
to  
5:00PM
- 1. Creating Obstacles (40 minutes)**  
Teams have to devise and build obstacle courses. They are given guidelines that allow them the freedom to make the course easy or as challenging as they wish. Teams then complete the courses designed for them by each other.
  - 2. Digital Display ( 2 hours)**  
This powerful team working activity is done in silence, it explores attitudes and approaches that influence effective communication.
  - 3. Rectangle (4 - 5 hours)**  
The task is straightforward – to succeed everyone who is involved must work together, keep up to date with progress, offer ideas clearly and concisely, listen and respond positively to others.