

**Workplace Communication Workshop**

The greatest problem in communication is the illusion that it has been accomplished. – George Bernard Shaw



Workplace Communication Workshop

Duration: 2 Days

No of Participants: 25-30 Pax

Timing: 9:30 A.M- 5:30 P.M

Target Audience

* Individual Contributors
* Supervisors
* Early Team Managers
* Employees of any department

Workshop Objectives

* Understanding workplace communication
* Myths of workplace communication
* Communication Process
* Cornerstones of effective communication(5W & 1 H)
* LADR Model- Listening, Asking Question, Reconfirm
* 4 C's of effective communication
* Mehrabian Model-Verbal, Vocal & Visual
* Non-verbal communication & Its Components
* Assertive, Aggressive & Empathetic communication
* Communication Barriers

Workshop Outline

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| **Day 1** |
| **Sr. No.** | **Time** | **Topic** |
| 1 | 9:30-10:15 AM | **What’s In It for Me**• Workshop Intro & Agenda• Ground Rules• Icebreaker• Facilitator Intro• Participant Intro & Expectations |
| 2 | 10:15- 10:30 AM | **Pre Training Assessment** |
| 3 | 10:30- 11:00 AM | **Understanding Workplace Communication•** Understanding workplace communication?• Role of Communication- Individual• Role of Communication-Organisation• Benefits of workplace communication |
| 4 | 11:00 -11:15 AM | **First Tea Break** |
| 5 | 11:15 -12:30 PM | **Communication Process•** Understanding Communication process• Steps involved in the process• Role of each party• Myths about workplace communication |
| 6 | 12:30 -1:15 PM | **Cornerstone of Effective communication•** Communicate Impactfully-5W’s & 1 H• Why & What to communicate• Who, Where, When to communicate• How to draft a communication |
| 7 | 1:15 - 2:00 PM | **Lunch Break** |
| 8 | 2:00 - 2:15 PM | **Energiser** |
| 9 | 2:15- 3:00 PM | **4 C’s for Effective Communication•** Clear • Concise• Concrete-Specific• Customised |
| 10 | 3:00-4:00 PM | **Making Communication Fool proof•** Applying LADR Model• Listening Actively• Asking Questions• Doubts Clarify• Reconfirm |
| 11 | 4:00 - 4:15 AM | **Second Tea Break** |
| 12 | 4:15- 4:45 PM | **Forms of Communication•** Mehrabian Model• Verbal• Visual• Non Verbal-Communication |
| 13 | 4:45- 5:00 PM | **Recap of Day 1** |
| 14 | 5:00 - 5:30 PM | **Closing**• Q& A• Closing Video • Homework for day 2 (Optional) |
| **Day 2** |
| **Sr. No.** | **Time** | **Topic** |
| 1 | 9:30-10:00 AM | **What’s In It for Me**• Recap of Day 1-Activity• Agenda |
| 2 | 10:00- 11:15 AM | **Verbal Communication •** Importance of Verbal Communication• Verbal Communication Forms• Modes of Verbal Communication (Vocal, Visual, Written) |
| 3 | 11:15 -11:30 AM | **First Tea Break** |
| 4 | 11:30 - 12:15 PM | **Vocal Communication •** Volume• Pace• Pause• Intonation• Pronunciation |
| 5 | 12:15 - 1:00 PM | **Visual & Written Communication •** Visual Communication & Types• Written communication Types• Transactional• Informational• Instructional• Tips for Written communication |
| 6 | 1:00 - 1:45 PM | **Lunch Break** |
| 7 | 1:45 - 2:00 PM | **Energiser** |
| 8 | 2:00 - 2:45 PM | **Non Verbal Communication •** Components of Non Verbal Communication• Importance of Nonverbal• Body Language• Gestures & Posture• Eye Contact• Facial Expressions |
| 9 | 2:45 - 3:30 PM | **Types of Communication**• Aggressive• Passive• Assertive• Empathetic |
| 10 | 3:30 - 4:15 PM | **Barriers in Communication**• Understanding Communication Barriers• Linguistic barriers• Psychological Barriers• Emotional Barriers• Physical Barriers• Cultural Barriers• Organisational Structure Barriers• Tips to overcome the barriers |
| 11 |  4:15- 4:30 PM | **Second Tea Break** |
| 12 |  4:30 - 4:45 PM | **Post Training Assessment** |
| 13 | 4:45 - 5:00 PM | **Recap Day 1 & 2** |
| 14 | 5:00 -5:30 PM | **Closing**• Feedback forms• Q& A (If any)• Closing Video (If any)• Group Photo |

\*This Workshop outline is based on the industry best practices and will be customised after discussion with the client.\*