

# Communication Skills Training Course

With

**Elegant Professional Management**

**Dev. Training Center**



## **Communication Skills**

### **Course Overview:**

This 8-hour training course focuses on developing effective office communication skills essential for success in a professional environment. Participants will learn how to communicate clearly and confidently in writing, face-to-face conversations, emails, phone calls, and virtual meetings. The course also covers interpersonal communication, workplace etiquette, active listening, and conflict resolution – all tailored to the multicultural and fast-paced corporate environment in Dubai.

### **Learning Outcomes:**

By the end of the course, participants will be able to:

- Understand the fundamentals of professional communication.
- Improve verbal, non-verbal, and written communication skills.
- Communicate clearly in emails, memos, phone conversations, and meetings.
- Practice active listening and assertive communication.
- Handle difficult conversations with professionalism.
- Enhance workplace etiquette and cross-cultural communication.

### **Course Outline**

#### **Module 1: Introduction to Office Communication**

- What is effective office communication?
- Importance of communication in workplace productivity
- Barriers to communication and how to overcome them

**Module 2: Verbal and Non-Verbal Communication Skills**

- Body language, posture, eye contact, and tone
- Using polite and professional language in conversation
- Avoiding miscommunication and misunderstandings

**Module 3: Written Communication in the Office**

- Email writing: structure, tone, and etiquette
- Memos, notices, reports – formats and clarity
- Common mistakes to avoid in written office communication

**Module 4: Listening and Speaking Skills**

- Importance of active listening
- Asking clarifying questions and giving feedback
- Speaking confidently in meetings and team discussions

**Module 5: Telephone and Virtual Communication**

- Professional telephone etiquette
- Handling office calls and voicemail messages
- Best practices for Zoom/Teams/Google Meet communication

**Module 6: Handling Difficult Conversations**

- Conflict resolution and maintaining respect
- Giving and receiving feedback professionally
- Dealing with different personality types at work

**Module 7: Office Etiquette and Cross-Cultural Communication**

- Professional behavior and courtesy
- Cultural awareness and communication styles in Dubai's diverse offices

- Gender, hierarchy, and respectful engagement

### **Module 8: Review and Role-Plays**

- Practice scenarios: call handling, email writing, conflict resolution
- Group discussion and Q&A
- Feedback and personal action plan

### **Key Features of the Training Course:**

- Real office-based scenarios and communication simulations
- Templates for professional emails and memos
- Interactive training: role-plays, group work, and feedback sessions
- Customized for the multicultural corporate setting in Dubai
- Certificate of Completion from Elegant Training Center

### **Why Choose Elegant Training Center?**

1. **Industry-Relevant Curriculum** – Tailored to Dubai's corporate standards and communication expectations.
2. **Experienced Trainers** – Business communication experts with real-world experience.
3. **Practical and Engaging Approach** – Focused on real tasks and situations professionals face in the office.
4. **Flexible and Accessible** – Weekday or weekend sessions in a modern, centrally located facility.
5. **Recognized Certification** – Adds value to your professional profile and improves workplace confidence.