



Institute for Capacity Development (ICD)

50 KN59 Street, Q. Matheus Road, P.O. Box 545, Kigali, Rwanda. Website: www.cidtraining.com
Cell: +250790003209 +27603048492|Cell +264813866883| E-mail: coordinator@icdtraining.com

Developing Communication Tools

Course Objectives

Upon successful completion of this course participants should be able to:

- Use Different Interpersonal Communication Styles and Techniques.
- Communicate with Peers, Supervisors, Subordinates, and Customers.
- Speak with more confidence and listen carefully to build rapport
- Analyse and utilise body language
- Steer conversations and influence people
- Develop confidence to make an impact on audiences.
- Enhance professionalism at work
- Avoid Information overload by Identifying Causes, Screening Information, Controlling Paperwork

Target Group

- All staff
- Key personnel whose work involves contact and interaction with internal/external public

Course Outline

- General Management skills
- Communication and institutional mission
- Communication styles and methods
- Use your voice more effectively
- Generate confidence through body language
- Create an immediate impression
- Styles of communication
- The power of effective listening
- Identify primary and secondary communication styles
- Verbal and non-verbal communication modes
- First impressions and building rapport
- Identify elements that influence first impressions
- Building positive relationships through feedback

- Use paraphrasing effectively
- Provide positive and constructive feedback in business setting
- Communication with supervisors
- Communications with colleagues and subordinates
- Identify guidelines for communicating with colleagues
- Use appropriate steps to refuse subordinates requests
- Communicating with customers and vendors
- Respond to customer complaints
- Organizational culture
- Determine the nature of organization culture
- Identify the elements of physical culture that affect interpersonal communication
- Identify ways managers can build a positive culture
- Increase productivity by controlling meetings and interruptions
- Recognize and overcome factors that adversely affect productivity
- Identify the causes of information overload and how to avoid it
- Control paperwork by organizing your office and filing system
- Communicate effectively to increase productivity
- Action planning

Dates: 05th – 16th December 2022

Duration: 10 days

Course Costs: US\$2850/delegate

Venue: Kigali, Rwanda