



PROJACS ACADEMY
by @egis



Communication & Interpersonal Effectiveness

التواصل والاتصالات وفعالية التعامل مع الآخرين

21 – 25 May 2023

Cairo / Egypt

Introduction

We've all met that dynamic, charismatic person that just has a way with others, and has a way of being remembered. This workshop will help participants work towards being that unforgettable person by providing communication skills, negotiation techniques, tips on making an impact, and advice on networking and starting conversations.

Objectives

By the end of the course, you'll be able to:

- Identify your personal communications style
- Explore different communication platforms
- Reflect on whether your communication is aligned to your goals
- Apply your communication style in the workplace
- Engage in challenging conversations with positive outcomes
- Reflect on your personal style and technique

Who Should Attend?

- Middle and senior managers from the private, public, and nonprofit sectors
- Executives at all levels
- All heads and managers of Department
- All Section Head

Course Outline

Day One

Module One: Getting Started

- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

Module Two: Verbal Communication Skills

- Listening and Hearing: They Aren't the Same Thing
- Asking Questions
- Communicating with Power

Module Three: Non-Verbal Communication Skills

- Body Language
- The Signals You Send to Others
- It's Not What You Say, It's How You Say It

Day Two

Module Four: Making Small Talk and Moving Beyond

- The Four Levels of Conversation

Module Five: Moving the Conversation Along

- Asking for Examples
- Using Repetition
- Using Summary Questions
- Asking for Clarity and Completeness

Module Six: Remembering Names

- Creating a Powerful Introduction
- Using Mnemonics
- Uh-Oh...I've Forgotten Your Name

Day Three

Module Seven: Influencing Skills

- Seeing the Other Side
- Building a Bridge
- Giving In Without Giving Up

Module Eight: Bringing People to Your Side

- A Dash of Emotion
- Plenty of Facts
- Bringing It All Together

Day Four

Module Nine: Sharing Your Opinion

- Using I-Messages
- Disagreeing Constructively
- Building Consensus

Module Ten: Negotiation Basics

- Preparation
- Opening
- Bargaining
- Closing

Day Four

Module Eleven: Making an Impact

- Creating a Powerful First Impression
- Assessing a Situation
- Being Zealous without Being Offensive

Module Twelve: Wrapping Up

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

Training Method

- Pre-assessment
- Live group instruction
- Use of real-world examples, case studies and exercises
- Interactive participation and discussion
- Power point presentation, LCD and flip chart
- Group activities and tests
- Each participant receives a binder containing a copy of the presentation slides and handouts
- Post-assessment

Program Support

This program is supported by interactive discussions, role-play, case studies and highlight the techniques available to the participants.

Schedule

The course agenda will be as follows:

- | | |
|---------------------|------------------|
| • Technical Session | 08.30-10.00 am |
| • Coffee Break | 10.00-10.15 am |
| • Technical Session | 10.15-12.15 noon |
| • Coffee Break | 12.15-12.45 pm |
| • Technical Session | 12.45-02.30 pm |
| • Course Ends | 02.30 pm |

Course Fees*

- **3,200 USD**
**VAT is Excluded If Applicable*

المقدمة

لقد التقينا جميعًا بهذا الشخص الديناميكي الجذاب الذي لديه طريقة مع الآخرين، ولديه طريقة للتذكر. ستساعد ورشة العمل هذه المشاركين على العمل من أجل أن يكونوا ذلك الشخص الذي لا يُنسى من خلال توفير مهارات الاتصال، وتقنيات التفاوض، والنصائح حول إحداث تأثير، والمشورة حول التواصل وبدء المحادثات.

الاهداف

بنهاية الدورة، ستكون قادرًا على:

- تحديد أسلوب الاتصال الشخصي الخاص بك
- استكشاف منصات الاتصال المختلفة
- فكر فيما إذا كان اتصالك يتماشى مع أهدافك
- تطبيق أسلوب الاتصال الخاص بك في مكان العمل
- الانخراط في محادثات صعبة مع نتائج إيجابية
- فكر في أسلوبك وأسلوبك الشخصي

الحضور

- مدراء متوسطون وكبار من القطاعات الخاصة والعامة وغير الربحية
- المديرين التنفيذيين على جميع المستويات
- رؤساء ومدراء الدوائر
- رؤساء الأقسام