



HEROTEC

NETWORK PROFESSIONAL TRAINING

Communication Skills

Related Certificate	Communication Skills
Course ID	978-1-118-40124-8
Audience	Intermediate
Hours	24

Overview:

Great communication skills can make all the difference in your personal and professional life, and expert author Elizabeth Kuhnke shares with you her top tips for successful communication in any situation.

Objectives:

- Packed with advice on active listening, building rapport with people, verbal and non-verbal communication, communicating using modern technology, and lots more
- Know What You Want to Achieve
- Choosing the Right Attitude
- Speaking with Clarity
- Communicate Successfully through Technology
- Communicate over the Phone
- Put Pen to Paper for Positive Effect

Outlines:

- **Part I: Honing Your Communication Skills**

Chapter 1: Grasping the Finer Points of Great Communication

Chapter 2: Knowing What You Want to Achieve

Chapter 3: Valuing Different Communication Styles

- **Part II: Being Receptive to Others**

Chapter 4: Listening Actively for Total Understanding

Chapter 5: Establishing Rapport for Effective Communication

- **Part III: Putting Your Mind and Body into Your Message**

Chapter 6: Choosing the Right Attitude

Chapter 7: Speaking with Clarity

Chapter 8: Conveying Messages through Movements

- **Part IV: Managing Communication Challenges**

Chapter 9: Getting Yourself Out of Sticky Situations

Chapter 10: Negotiating with Finesse

Chapter 11: Communicating Across Cultures

- **Part V: Communicating Across Distances**

Chapter 12: Communicating Successfully through Technology

Chapter 13: Communicating over the Phone

Chapter 14: Putting Pen to Paper for Positive Effect

- **Part VI: The Part of Tens**

Chapter 15: Ten Top Tips for Speaking Face to Face

Chapter 16: Ten Essential Tips for Effective Communication

Contacts:

Address:

93 Mostafa El- Nahas St.,
Nasr City, Cairo, Egypt.

Phone Numbers:

Landline: 02 26709916 - 02 26709961

02 26706671 – 02 26706671

Fax: 02 26709957

Mobile: 002 0164010004 - 002 01288884307

E-mail:

info@herotec.net

Corporate@herotec.net

www.herotec.net