

Course Introduction

You will learn the appropriate communication styles that will help you avoid ineffective communication and improve work relationships. Do not let negative experiences affect your willingness to try and get along with anyone! Discover how you can use the DISC as a tool to come out tops with not just textbook answers but tried and tested techniques as well!

Learning Outcome

- Reduce stress levels among colleagues.
- Confidently handle challenging dialogues in a calm fashion.
- Promote work productivity and sense of belonging in the workplace.

Course Outlines

Topic 1. Self-Awareness

- Assessment of EQ.
- Understand the intelligence behind emotions and expectations.

Topic 2. Relationship Building

- People reading.
- Importance of social awareness.
- Using EQ to interact positively with your colleagues and subordinates; and clients.
- Identifying, discerning and escalating people's needs and expectations.
- Making people feel valued and important.

Topic 3. Understanding People Communication Tendencies

- Identifying different communication styles.
- How to use the four personality type psychometric tool (DISC) to communicate to different groups of people.
- How to leverage on one's strengths and work on weaknesses.
- 5 Key assertive skills in managing challenging conversations.