

COMMUNICATIONS SKILLS MASTERCLASS

6-7 APRIL 2022

HOTEL SOFITEL MAURITIUS L'IMPÉRIAL RESORT & SPA
WOLMAR COASTAL ROAD, FLIC-EN-FLAC

COMMUNICATIONS SKILLS MASTERCLASS

Communication Skills are the most important personal skills one needs and are often a prerequisite for success at work and in life. Those who develop good communication skills often ascend to great career progression whilst people who fail to develop communication skills often have their careers stagnate. This comprehensive yet highly practical Communications Skills Masterclass is a one-stop shop for all your communication skills training needs. This course covers a vast array of communication needs and scenarios, including speaking, presenting, interacting and writing. It will expose you to techniques of persuasion, assertiveness and all aspects of business communication that will allow you to communicate effectively in every situation.

TRAINING METHODOLOGY

Interactive and participatory, including presentations and facilitation by the trainer, group exercises, roundtable discussions, video clips, case studies and debriefing. Participants will gain both theoretical and practical knowledge of the topics. The emphasis is on the practical application of the topics and as a result participant will go back to the workplace with both the ability and the confidence to apply the techniques learned to their duties.

WHO SHOULD ATTEND

All staff who desire to improve their communications skills for better results.

COURSE OUTLINE

- Introduction to the field of Communication
- Interpersonal skills
- Communicating assertively
- Communication to different personalities
- Feedback Skills
- Effective business communication
- Creating and delivering great presentations
- Team Engagement
- Handling difficult situations

COURSE OBJECTIVES

- Understand basics of communication
- Communicate confidently and effectively in all business and personal situations
- Deliver powerful presentations
- Practice new tools and techniques for improving communication
- Understand components of effective communication in the workplace
- Improve team communication



COURSE DIRECTOR

Amaresh Ramlugan is CEO of The Concreate Agency (concreate.mu), a leading full service marketing communications agency handling several prominent local and multinational brands.

An Executive Coach and Trainer, Amaresh is a seasoned professional with over 20 years work experience. His prior roles include Head of Marketing & Corporate Affairs - Barclays Bank and Head of Marketing & Communications – State Bank of Mauritius.

FEES AND REFUND

Rs 20,000 per participant. Course is MQA approved and company sponsored participants can get a refund of up to 75% from HRDC. Fees include lunch and tea breaks for both days.