

Communicating & Relating Effectively – Program Schedule

Time	Day 1	Learning Methodology
9:00am	Introduction/Preparation <ul style="list-style-type: none"> Welcome and Workshop Objectives Purpose of Communication The Communication Process <ul style="list-style-type: none"> Importance & benefits of Effective Communication Definition, Process & Principles Flow of Information Positive Language Reflection & Application	<ul style="list-style-type: none"> Introduction – Trainer and Participants Activity <ul style="list-style-type: none"> Short lecture Video clip Group discussion Presentation by groups Debrief Write down one learning point and workplace application
10:30am	Tea Break	
10:45am	Communication Tools <ul style="list-style-type: none"> Visual, Vocal & Verbal Communication Questions <ul style="list-style-type: none"> To clarify Closed & Open Do's & Don'ts 	<ul style="list-style-type: none"> Short lecture Activity
12:00pm	Lunch	
1:00pm	<ul style="list-style-type: none"> Listening <ul style="list-style-type: none"> Listening Styles Active Listening Barriers to Effective Communication Assessment 	<ul style="list-style-type: none"> Activity Name barriers to communication Assessment
3:00pm	Tea Break	
3:15pm	Conflict Management <ul style="list-style-type: none"> Define Conflict Conflict Resolution Process Conflict Management 	<ul style="list-style-type: none"> Short lecture Group discussion on conflict scenarios Short cases – discussion and presentation

Time	Day 1	Learning Methodology
	<ul style="list-style-type: none"> Giving Feedback <ul style="list-style-type: none"> Assertiveness Giving feedback effectively Role Play Practice Summary, Personal Reflection & Sharing	<ul style="list-style-type: none"> Short lecture Role Play Write down one learning point and application back to workplace
6:00pm	End of Workshop	

Time	Day 2	Learning Methodology/ Remarks
9:00am	Review of Day 1 The Effective Leader: Skills Effectiveness <ul style="list-style-type: none"> • Provide guidance and coaching (Situation Type 1) • Control and manage critical situations (Situation Type 2) 	<ul style="list-style-type: none"> • Short Lecture • Role Plays • Debrief • Short Lecture
10:30am	Tea Break	
10:45am	<ul style="list-style-type: none"> • Delegate assignments & empower others (Situation Type 3) 	<ul style="list-style-type: none"> • Short Lecture • Demonstration of the 4 steps • Video
12:30pm	Lunch	
1:30pm	<ul style="list-style-type: none"> • Counsel employee performance (Situation Type 4) 	<ul style="list-style-type: none"> • Short lecture • Role Plays • Debrief
3:30pm	Tea Break	
3:45pm	<ul style="list-style-type: none"> • Growing Self, Growing Others • Why delegate • How to grow self? • Assessment – Develop & Maintain Professional Competence • Review/Q&A • Closing Commitments 	<ul style="list-style-type: none"> • Group discussion & presentation • Debrief • Assessment • Quiz • Individual sharing of action items
6:00pm	End of Workshop	