



**TRAINING COURSE**

# Nurturing Communication in the Workplace

**Available on request**

**AIM:** Managers, leaders and key staff gain experience in applying specific communication practices and identifying ways for strengthening teamwork and team building.

**OBJECTIVES:** By the end of the course participants will have:

- ✓ Gained knowledge of working effectively with people having different roles, personalities, and viewpoints;
- ✓ Increased understanding of universal human needs and problem solving;
- ✓ Practiced skills for increasing mutual understanding and demonstrating respect for needs and feelings; and
- ✓ Increased confidence on leading a team towards more supportive communication practices.

**TOPICS:**

- Overview of communication
- Understanding ourselves and others
- Non-Violent Communication: a framework for focusing on what we are observing, feeling, needing, and requesting
- Barriers to communication,
- Listening skills (using empathy and reflection)
- Strategies for overcoming major blocks to communication
- Giving and receiving feedback
- Building and transforming a team through effective communication.

**TARGET GROUP:** Managers and leaders in development sector

**METHOD:** Building upon participants understanding about essentials of good communication; Presenting information and facilitating small- and large-group discussions; Guiding participants through an experiential personal learning process; Encouraging participants to explore and develop creative and positive responses, compatible with Cambodian culture and context, to their communication challenges.

**COURSE FEE: \$220 per participant** (fee includes training materials, refreshments and daily lunch). The full payment require at the time of enrolment.

**LOCATION:** VBNK Training Room

**TIME:** Monday to Friday 8 a.m. to noon, 2 p.m. to 5 p.m.

**LANGUAGE:** Khmer

**REGISTRATION CLOSING DATE:**