

Course code: B1206

# Effective Communication

Effective communication is about more than just exchanging information. It is about understanding the emotion and intentions behind the information. It is important when interacting with others in a professional environment. Learning how to communicate effectively involves developing certain skills, like active listening. By identifying what effective communication is and how it can benefit your professional career, you can learn to communicate clearly and concisely. This course helps aspiring participants to understand how communicate in workplace.

## OBJECTIVE

- To describe the overview of communication approach.
- To explain communication system for organization management system.
- To provide understanding of the essential components of effective communication.
- To build awareness and encourage continual improvement within organization.

## CONTENT

### • **Session 1: Introduction**

Describe elements and characteristics of an effective communicator.

### • **Session 2: Terms and Definitions**

Describe relevant terms and definitions that normally use in related fields.

### • **Session 3: Fundamentals of communication**

Provide the fundamentals of communication, verbal and non-verbal. Postures for workplace communication.

Describe framework of internal and external communication in management system.

### • **Session 4: Role and responsibility**

This session provides a comprehensive overview of how to develop role and responsibility related to communication. Explain how to implement issues and improve their performance.

### • **Session 5: Conclusion**

Conclude essential topics.

\*Exercise workshop will also be delivered in each key sessions\*

## PREREQUISITES

None



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