



Communication Skills for Managers



*An important introductory program
for executives, managers, planners
and analysts*



Communication Skills for Managers

Introduction

Good communication skills allow managers and leaders to perform their role more effectively. Their role requires that they communicate. They must communicate many things to many people: they must communicate effectively to the team, to their suppliers, to their customers and financiers.

Intended Learning Outcomes

After successful completion of this workshop participants will be able to:

- **Improve** written skills for maximum impact
- **Enhance** voice impact while speaking
- **Utilize** effective listening and questioning techniques
- **Master** the use of body language while communicating

Topics to be covered

This 2 day workshop offers practical tips, tools and techniques to become an effective communicator.

Day One:

- Introductions
- Basics of effective communication (3Vs)
- Written communication Dos and Don'ts
- Talking vs communicating
- Effective Listening and questioning skills

Day Two:

- Speaking with a voice that captures attention
- Vocal skills techniques
- Body language for impact
- Presenting like a professional

Duration

2 Days



PIQC - Center for Excellence

Leading Institute in Pakistan providing professional education, certifications, training and corporate development in Quality Control (QC), Quality Assurance (QA) and Total Quality Management (TQM), Human Resource Management (HRM) and Health, Safety and Environment (HSE). Celebrating the 23rd year of its establishment, PIQC's vision is for Pakistan to be a hallmark of Quality in the national and global environment. With its leadership and team of specialists, it has provided corporate training and education to more than 40,000 students, managers and professionals. It is the pioneer and most authentic source for international Six Sigma and Lean training programs in Pakistan, including Six Sigma Yellow Belt, Six Sigma Green Belt and Six Sigma Black Belt.

PIQC has professional collaborations and linkages with various local and foreign organizations including Superior University, Hamdard University, NED University of Engineering and Technology, IQCS Certification, Singapore Quality Institute International (SQII), American Society for Quality (ASQ), and Quality and Productively Society of Pakistan (QPSP).

Degree Programs	Professional Diploma	International Certifications	Corporate Training	International Conventions
Masters & MPhil in: Quality Management Human Resource Management Industrial Management EHS Management	PIQC Certifications in Quality Management Project Management Software Quality Management Food Safety Management HSE Management Human Resource Management Labor Laws and IR Management	Internationally Renowned Certifications IRCA (UK) Accredited Certified ISO 9000 Lead Auditor Certified Six Sigma Green/Black Belt	Nation-wise seminars & workshops on Total Quality Management, Six Sigma, ISO 9000 Quality Assurance in Manufacturing, Services, Education, Banks and Healthcare, Total Productive Maintenance	PIQC has organized 13 International Conventions on Quality Improvement and 5 National Conferences on Quality Education in Pakistan since 1991

PIQC INSTITUTE OF QUALITY

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