

## Effective Communication Skills

### Description



**Powerful Communication: Connect, Influence and Succeed**

**Speak with Clarity, Listen with Purpose.**

**Transform Every Interaction into an Opportunity**

## Effective Communication Skills

## course details

# Effective Communication Skills

Facebook-f

Youtube

Twitter

Instagram

Tumblr

## Target Audience

This course is ideal for:

? Managers

? Supervisors

? Team Leaders

? Officers

? Client-facing Professionals

? Anyone who wants to succeed

## Benefits

This course is ideal for:

- ? **MQA Approved, HRDC Refundable**
- ? Increase confidence while communicating
- ? Build rapport and trust with colleagues, clients, and stakeholders
- ? Be convincing to share your ideas and proposals
- ? Complete critical projects on time
- ? Manage difficult conversations with reduced stress and better outcome
- ? Adapt your communication style to any audience or situation
- ? Create messages that resonate and inspire action
- ? Master both verbal and non-verbal cues that enhance credibility

## Overview

Effective Communication Skills transforms how you connect with others through a comprehensive approach that develops both strategic understanding and practical techniques. This course goes beyond basic communication tips to build a versatile skill set that works across all professional contexts—from one-on-one conversations to group presentations, written communications to virtual meetings. Using our proven ACE method (Audience, Clarity, Engagement), you'll learn to tailor your approach to any situation while developing authentic communication habits that reflect your personal style.

## Course Content

### Beyond Words: The Science and Art of Human Connection

The Effective Communication Skills curriculum provides a systematic approach to mastering all dimensions of professional communication. Rather than isolated techniques, this course builds an integrated framework that addresses the psychological, verbal, and behavioral elements that determine communication success. Each content area balances theoretical understanding with immediate application, ensuring you can implement new skills in real-world situations from day one.

## Course Modules

### 1. Communication Foundations

- The Communication Cycle: Message, Medium, Reception, and Feedback
- Understanding Communication Styles and Preferences
- Active vs. Passive Communication: Finding Your Authentic Voice
- **Practical Exercise:** Personal Communication Style Assessment & Adaptation Plan

## 2. Active Listening & Questioning Techniques

- Deep Listening Skills: Beyond Hearing to Understanding
- Strategic Question Frameworks for Different Contexts
- Non-Verbal Signals of Engagement and Attention
- **Practical Exercise:** Active Listening Protocol Development

## 3. Clear & Concise Messaging

- Structure and Organization for Maximum Clarity
- Eliminating Jargon and Communication Barriers
- Storytelling Frameworks for Memorable Messages
- **Practical Exercise:** Message Architecture Template Creation

## 4. Persuasive Communication

- Principles of Ethical Persuasion and Influence
- Understanding Motivation and Decision Triggers
- Building Compelling Arguments and Presentations
- **Practical Exercise:** Persuasive Proposal Development

## 5. Difficult Conversations & Conflict Resolution

- Preparing for High-Stakes Interactions
- Emotion Management During Tense Exchanges
- Finding Common Ground and Win-Win Solutions
- **Practical Exercise:** Difficult Conversation Simulation & Framework

## 6. Non-Verbal Communication Mastery

- Body Language Fundamentals and Cultural Variations
- Voice Modulation and Vocal Impact Techniques
- Physical Presence in Various Communication Settings
- **Practical Exercise:** Non-Verbal Communication Audit & Enhancement Plan

## 7. Digital & Written Communication

- Email and Messaging Best Practices
- Virtual Meeting Effectiveness and Engagement
- Document Design for Readability and Impact
- **Practical Exercise:** Digital Communication Toolkit Development

## 8. Presentation & Public Speaking Skills

- Structure and Preparation for Impactful Presentations
- Managing Anxiety and Building Confidence
- Audience Engagement and Interactive Techniques
- **Practical Exercise:** Mini-Presentation Design and Delivery

## Course Features

### Entry Requirements

none

### Certificate

Certificate of Completion



### Practical-Focused Curriculum

Designed by professionals for real-world application



### Interactive Learning

Combination of theory with practical exercises and case studies



### Flexible Study Format

Professional-friendly scheduling for working managers



## Online Tutoring

Guidance and support providing one-on-one assistance and feedback online

## pricing packages

### Choose Your Pricing Plan

**Flexible payment options designed to fit different budgets and learning needs, with various packages available to make quality management education accessible and affordable.**

#### Mauritius

##### workshop

- MUR 12,000
- 5 hours
- MQA Approved
- HRDC Refundable
- Certificate of Attendance2

##### standard

- MUR 40,000
- 24 Hours
- MQA Approved
- HRDC Refundable
- Certificate of Participation

##### premium (most popular)

- MUR 32,000
- 24 Hours

- MQA Approved
- HRDC Refundable
- Certificate of Completion
- Conducted in a Hotel
- All Comprehensive modules
- Highly Interactive Sessions
- Personal Development Plan
- Individual Coaching
- Advice/Guidance/Follow-up after Course

## **International**

### **workshop**

- USD 350
- 5 hours
- Online – Interactive sessions
- Certificate of Attendance

### **standard**

- USD 900
- 24 Hours
- Online – Interactive sessions
- Certificate of Participation

### **premium (most popular)**

- USD 700
- 24 hours
- MQA Approved
- HRDC Refundable
- Certificate of Completion
- All Comprehensive modules
- Highly Interactive Sessions
- Personal Development Plan
- Individual Coaching
- Advice/Guidance/Follow-up after Course

## **Limited Promotion**

**Get up to 15% discount for registration in the Premium and Standard Packages this month!**

## Reviews



**Fabien D.**

Asst HR Manager – Moroil

I have learnt a lot of new things in this Key Managerial Skills course that make a think about myself, my career, my job and have a different approach to work. I really enjoyed the training as it was very interactive and the trainer shared a lot of practical solutions to work problems. I will recommend this course to other professionals, especially those aspiring to be Managers.



**Irshaad E.**

Senior Lab Technician – Natec

The Key Managerial course has totally transformed my way of thinking, I learnt a lot of new things that are going to be useful in my professional life as well as my personal life. The trainer shared so much information about what a manager should know to do his/her job properly. I really recommend this course to all Managers and aspiring managers.





**Avish P.**  
Taylor Smith

The Managerial Skills course has enabled me to rethink about myself, my passion, the things which I had forgotten. I learnt a lot, especially how to manage more efficiently. I spent very nice time in the course as I would not have imagined the course to be so interactive. The trainer shared a lot with us. I recommend this course to all managers and aspiring managerial position.



**Mattieu F.**  
Asst. Operations Manager Taylor Smith

I would not have thought that the Managerial Skills course could be that much interactive. The trainer listened to us, enlightened so much on many important things on the roles, qualities and skills of managers. She made us think about ourselves. Fantastic. I would recommend this course to all Managers and all those aspiring to Manager's position.

## Contact Information

### Office Location

4th Floor, Jade Court, Jumman Mosque Street, Port Louis, Mauritius

### Mail Address

info@dnbbusinessinstitute.com  
contact.dnbhr@gmail.com

### Call

+230 57561873

## Get in touch with us

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**Author**

ninabagha

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