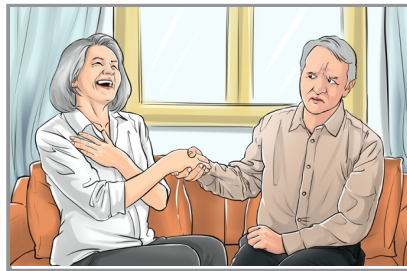




## 2 HOURS Online COMMUNICATION SKILLS AND VERBAL AND NON-VERBAL LANGUAGES

Negotiators, problem solvers, professionals, mediators and common people interact thousands of time with other in their daily personal and professional life. People communicate differently and with the use of verbal and non-verbal languages and if not used correctly leads to conflicts. Communication and the use of languages are the skills set that the negotiators and problem solver use to gather and convey information and to assess the individual(s) in front of him/her. This process needs knowledge of how to communicate, which words to use, body language such as movements, eye contact, the way a person walks, the dress code, the body distance between the parties, their attitudes, and their posture. Noticing these different forms of communication can help the professionals to fully understand the entire environment.

designed by



The training is offered in a hybrid on-line format with a combination of live training through zoom with the use of white board and PPT all shared live. The instructor will share real case and advance materials with the participants. Advance materials will be shared with the participants.

### CHAPTER 1

Verbal & Non-verbal language

### CHAPTER 2

In the conflict resolution The Attire is part of the non-verbal language clues

### CHAPTER 3

Communication styles - the power of words

### CHAPTER 4

Assertive communication

### CHAPTER 5

Persuasion techniques

### CHAPTER 6

Deal with liars and discover lies