



# JOHNSON International Training Associates

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## **Communication Skills in an International Environment**

This is a 5 day intensive course which examines and practices the key skills required to communicate effectively in an international working environment. It is intended for non-native speakers of English who are already relatively proficient in the language but who are required to develop lasting relationships, communicate complex information and appear comfortable and confident in a multi-cultural environment. The course focuses on both written and spoken communication and covers all key areas of communication . The course is extremely active in design with frequent practical exercises and constant participant involvement.

### Possible Programme Points;

#### ◆ **Written Correspondence**

Style, Structure and Tone  
Politeness and Diplomacy  
Email as key medium of communication  
Report Writing  
KISS principle of communication

#### ◆ **Spoken Communication**

Relationship Building  
Intelligent Small-talk  
Guest Handling  
Creating a Good First Impression  
Fluency Techniques  
Accuracy techniques  
Telephone as key medium of communication  
Meetings Management  
Negotiation Skills  
Presentation skills

#### ◆ **General**

How to persuade  
Question techniques- opening up communication channels  
Effective Listening skills  
Individual feedback for each participant

Should a participant have any other concerns or issues these can be covered on request.

#### **Maximum number of participants:**

12 participants is the optimal number but the course can run effectively with up to 16 participants.