



JOHNSON International Training Associates

Nicholas Johnson PR "Johnson International Associates"

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.