

## EXCELLENCE IN COMMUNICATION SKILLS



Conducted by

**Nikhil Desai, International Speaker, Motivator, Trainer &  
Director, The Centre For Excellence**

### WHY THE EXCELLENCE IN COMMUNICATION SKILLS PROGRAM?

Good communication is the lifeblood of organizations. In any company effective communication is vital to get things done, pass on and obtain information, reach decisions, achieve joint understanding and develop good inter-personal relationships.

### OBJECTIVES

To enable the participants to:-

- Increase awareness of the importance of communication for greater effectiveness
- Present their thoughts and ideas clearly, creatively and convincingly
- Build rapport when communicating within or outside the organization
- Reduce cost and time lost due to ineffective communication

### CONTENTS

- Importance and process of communication
- Skills of a good communicator
- The power of listening
- Overcoming barriers and distortions in communication
- Understanding people & building relationships
- Body language & non-verbal communication
- Using voice more effectively
- Learn techniques that create relaxation and presence of mind
- Art of giving feedback
- The essence of assertiveness
- Tips on email communication

### FOR WHOM

All executives of the organization at all levels and from all functional areas will find tremendous value from this workshop.

## METHODOLOGY

This program is highly interactive, participative and experiential. The workshop takes place in an enthusiastic, warm and inspiring atmosphere using the most appropriate and interesting methods of training.

## TESTIMONIALS

This was the greatest session I had on Effective Communication Skills. In this session I learnt how to overcome communication barriers.

The points discussed and examples given in slides & videos were very useful in the workshop.

- **Rakesh Gupta – Field Test Engineer – Nokia**

Well structured, well conducted with a lot of relevant examples and emphasis. Very interesting and interactive program in good atmosphere, ambience, amenities.

Mr. Nikhil Desai is wonderful, may God bless him.

- **Nitin Puranik – Q A Manager – Brook Crompton Greaves**

The most effective training program in communication. I understand fully the intricacies and potentialities of verbal and non verbal communication.

- **M. Vijayan – Manager – Jasubhai Engineering**

Mr. Desai, you are the best, the way you took this training program from the start till the end was fantastic. You have the power to keep people concentrated and after attending this training I would improve myself and help my friends & colleagues. All the best!

- **Riyaz Shaikh – Supervisor – Le Royal Meridien**

The workshop is amazing in terms of quality of the content, the design of the workshop. The arrangements & Mr. Nikhil's efficiency and effectiveness in training.

Thank you – Mr. Nikhil Desai & The Centre For Excellence. Keep up the good work.

- **Bhushan Tripathi – HR Executive – Enam Financial Consultants**

**Date :** 10<sup>th</sup> February, 2012 **Time:** 9.30 a.m. to 5.00 p.m.

**Venue :** Sea Princess Hotel, Juhu Tara Road, Juhu Beach, Santacruz West, Mumbai - 49

**Investment :** Rs.7,200/- Plus 10.30% Service Tax (Rs.7,942/-) Per Program Per Participant  
Rs.6,800/- + 10.30% Service Tax (Rs.7,500/-) per program per participant (for 3 or more participants)

(Including fees, course material, certificate of participation, lunch & refreshments)

**UNDERSTAND THE POWER AND MAGIC OF COMMUNICATION!**