



Consulting and Training | Reach New Heights

**Course Name**

# Communication skills and Team Excellence for fresh graduates

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**Sector Name**

Interpersonal Skills and Self Development

**Document Type**

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## Communication skills and Team Excellence for fresh graduates

### Course Introduction

Communicating effectively is one of the most powerful skills for achieving objectives, through giving anyone the needed tools and insights to communicate perfectly with everyone in the team.

This training Program will help all fresh Graduates to develop the required skills and ability to clarify messages to create a united vision that contributes to enhancing the chances of achieving the desired goals.

The skills covered in this training Program will help increase participants' ability to become better in active listening, receive and give effective feedback, deal with several communication challenges, and manage conflicts perfectly, with the aim of building an effective work environment, based on cooperation and effective teamwork.

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## Communication skills and Team Excellence for fresh graduates

### Target Audience

Recent graduates or early-career professionals seeking to enhance their communication skills, build rapport, and effectively contribute to team dynamics and collaborative projects in the workplace.

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## Communication skills and Team Excellence for fresh graduates

### Learning Objectives

- ✓ Apply the skills necessary for communicating in an effective manner.
- ✓ Understand the psychology of communication, Communication barriers and challenges, and how to overcome them.
- ✓ Improve Verbal and non-verbal Communication skills.
- ✓ Employ techniques for listening actively and empathically.
- ✓ Understand workplace conflict's different types, and how they affect performance.
- ✓ Handle feedback and criticism constructively.
- ✓ Master acquiring the desired agile Mindset for successful change adoption.
- ✓ Enhance teamwork, trust, and collaboration with other teams' leaders and colleagues, or with other organizations' departments.
- ✓ Develop Awareness of barriers against teamwork.
- ✓ Practice how to develop positive relationships through team activities.
- ✓ Apply strategies for building rapport with others.

## Communication skills and Team Excellence for fresh graduates

### Course Outline

#### ✓ 01 Day One

##### **Understanding Your Communication style and navigating others!**

- ✓ What is communication?
- ✓ Back to basics: communication Roles sender vs. Receiver.
- ✓ Competencies of a good sender.
- ✓ Competencies of a good receiver.
- ✓ Types of channels of communication in the workplace.
- ✓ Understanding Communication Barriers.
- ✓ What are the communication styles?
- ✓ What's your communication style (DISC self-assessment)?
- ✓ Strengths and weaknesses of each style.
- ✓ Do's and don'ts while communicating with the different 4 styles.

##### **Emotional Excellence:**

- ✓ What is Emotional Intelligence?
- ✓ Benefits of EI.
- ✓ 5 Dimensions of Daniel Goleman's EI Model.
- ✓ Assess your EQ.
- ✓ Self-Awareness.
- ✓ Johari Window Model.

## How to Establish a Connection?

- ✓ The 4 Cs of communication.
- ✓ What is active listening?
- ✓ Why is it important?
- ✓ Hearing vs. listening.
- ✓ Listening for verbal and nonverbal cues (holistic listening).
- ✓ Importance of asking questions for functional communication and to minimize assumptions.
- ✓ Types of questions.
- ✓ How to ASK professional and compelling questions.
- ✓ Group Activity (Communication Origami).

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### Course Outline

#### ✓ 02 Day Two

##### **Adaptability to Different Contexts:**

- ✓ Importance of adaptability in communication.
- ✓ Strategies for adapting communication style to different contexts, such as cultural differences or different communication channels.
- ✓ Techniques for building rapport and establishing trust in different contexts.
- ✓ Role plays to practice adapting to different communication contexts.

##### **Teamwork: The Ultimate Power of Successful Organizations**

- ✓ Team Building: Definition and Importance.
- ✓ Barriers to the introduction of the teamwork concept.
- ✓ Benefits of teamwork.
- ✓ Developing an understanding of how relationships affect teams.

##### **What makes a team work? (Group Activity)**

##### **Building and Gaining Trust:**

- ✓ Five elements of Trust from ATD.
- ✓ Steps to Boost trust among team members.
- ✓ Creating the Right Environment for Trust and Collaboration.

✓ Managing Conflict.

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### Course Outline

#### ✓ **03 Day Three**

##### **The Five Behaviours of a Cohesive Team**

- ✓ The Five Dysfunctions of a Team.
- ✓ Behaviours that maintain the balance of the work team.
- ✓ Working towards the same goal.
- ✓ The Belbin Model.
- ✓ Understanding the Teams Objective.

##### **Becoming a Team Player:**

- ✓ Roles played by individuals within teams.
- ✓ The impact of self-state on the performance of team members.
- ✓ Be reliable.
- ✓ Open Communication.
- ✓ Knowing Your Strengths and Weaknesses.

##### **Understanding Conflict and Difficult Situations:**

- ✓ Defining the Nature, Types, and Causes of Conflict.
- ✓ Conflict vs Competition: When one overtakes the other.
- ✓ Benefits and Drawbacks of Conflict in the Workplace.
- ✓ The 6 types of difficult people.

- ✓ Key steps for dealing with different behavior and personality styles.
- ✓ How to resolve conflicts in a constructive way?
- ✓ How to overcome conflicts and difficult situations?

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## Communication skills and Team Excellence for fresh graduates

### Confirmed Sessions

FROM	TO	DURATION	FEES	LOCATION
July 20, 2026	July 22, 2026	3 days	3250.00 \$	UAE , Dubai
March 29, 2027	March 31, 2027	3 days	3250.00 \$	UAE , Dubai
June 21, 2026	June 23, 2026	3 days	3250.00 \$	KSA , Riyadh
Oct. 12, 2026	Oct. 14, 2026	3 days	3950.00 \$	Spain , Madrid

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