



Consulting and Training | Reach New Heights

Course Name

Advanced Communication Skills

Sector Name

Interpersonal Skills and Self Development

Document Type

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Advanced Communication Skills

Course Introduction

Communication is more than just a way to get ideas across or exchange points of view. It is the process by which we interact with others and seek information, allowing us to control the circumstances in which we work.

Advanced Communication Skills

This training course is designed to help participants communicate more effectively, develop interpersonal skills, and build rapport with others in the workplace. Effective communication skills include the best use of words, voice tones, and body language, developing the right level of assertiveness, asking the right questions, and listening to others. Participants will learn tools and techniques to improve their personal communication style and communicate with more clarity and confidence.

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Advanced Communication Skills

Target Audience

- ✓ Executive Secretaries
- ✓ Executive Personal Secretaries
- ✓ Personal Secretaries
- ✓ Executive Assistants
- ✓ Personal Assistants
- ✓ Office Managers
- ✓ Administration Managers
- ✓ Management Secretaries
- ✓ Senior Assistants

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Learning Objectives

- ✓ Use advanced communication tools and skills to deliver various types of messages
- ✓ Identify the different personal listening styles and discover their own
- ✓ Apply meta-programs to improve the understanding of people
- ✓ Describe and harness the power of body language
- ✓ Practice and use assertiveness skills in different situations
- ✓ Demonstrate the use of the secrets of influence for effective communication

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Advanced Communication Skills

Course Outline

✓ **01 Day One**

Advancing Your Communication Skills

- ✓ The four laws of communication
- ✓ Mehrabian's 55-38-7 rule
- ✓ Communication etiquette
- ✓ The communication process and the factors affecting it
- ✓ Internal vs. External Business Communication
- ✓ Business Communication styles, models, channels and Tools
- ✓ Identifying your own communication style and preference

Effective Listening

- ✓ Common listening issues
- ✓ Guidelines for effective listening
- ✓ Effective listening and paraphrasing techniques
- ✓ Understanding different listening styles: active versus passive styles
- ✓ Improving the information recall rate

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Course Outline

✓ **02 Day Two**

Internal Listening Filters

- ✓ Understanding the filter system
- ✓ Sensory input channels
- ✓ Internal filter systems: the 6 layers
- ✓ The 6 listening meta programs
- ✓ Overcoming the 6 filters when communicating
- ✓ Avoiding the loss of information

Mastering Body Language

- ✓ The art of body language
- ✓ Components of non-verbal communication
- ✓ The power of appearance
- ✓ Communicating through colors
- ✓ Evaluating your body language skills
- ✓ Eliciting thinking patterns through eye movement
- ✓ Building rapport using body language

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Course Outline

✓ 03 Day Three

Advanced Assertiveness Skills

- ✓ Understanding assertiveness: definition and values
- ✓ Components of passive, assertive, and aggressive styles
- ✓ Assertiveness rights and responsibilities
- ✓ Activities for practicing assertive behavior
- ✓ Managing criticism assertively

The Power Of Influence And Persuasion

- ✓ Definition and characteristics of influence
- ✓ The 6 principles of persuasion: how to apply them
- ✓ Bases and sources of power
- ✓ Dealing with difficult people using persuasion
- ✓ Persuasion and influence – fundamentals, tools, and techniques

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Confirmed Sessions

FROM	TO	DURATION	FEES	LOCATION
May 18, 2026	May 20, 2026	3 days	3250.00 \$	UAE , Dubai
Sept. 28, 2026	Sept. 30, 2026	3 days	3250.00 \$	UAE , Abu Dhabi
April 5, 2027	April 7, 2027	3 days	3250.00 \$	UAE , Dubai
Jan. 4, 2027	Jan. 6, 2027	3 days	3950.00 \$	South Africa , Cape Town
June 21, 2026	June 23, 2026	3 days	3250.00 \$	Oman , Muscat
Dec. 20, 2026	Dec. 22, 2026	3 days	3250.00 \$	Egypt , Cairo

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