



COMMUNICATION MANAGEMENT FOR DUTY OFFICERS

Type

Online (15 hours) or In-Class (5 days)

Audience

Middle, Senior and Executive Management

Course Objectives

Enable participant to get familiarized with the concepts to be able to:

- Gauge the Importance of Communication
- Create Rapport and Build Better Relations
- Communicate Assertively

Course Contents

- The Impact of Communication
- Rapport and Relationship Building
- Assertiveness
- Meeting Orientation