

## Program Takeaways

The ability to communicate effectively in various business situations has to be developed. For organization to perform competitive advantage managers and workers have to be well equipped **with communication skills**. Good communication skills in today's business world has been found to directly impact productivity. Therefore, this communication skills training module will help to improve communication among the managers and workers for enhanced, competitive and successful performance of the organization



1. Workplace Communication
  2. Your Responsibilities as a Communicator
  3. Delivering Your Message
  4. Understanding Self and Your Audience
  5. Effective Business Writing
  6. Digiquette
  7. Developing Business presentations
  8. Nonverbal Delivery and Body Language
  9. Intrapersonal and Interpersonal Communication
  10. Conflict in Work Environment
  11. Negative News and Crisis Communication
  12. Managing Meetings, Group Discussion
  13. Communication Hierarchy
  14. Whistle blowing
  15. Establishing Communication with external and internal clients
- Press Conferences, Advertisement, Notices, Memos.

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# Facilitator

## Trainer's Profile



*Umang Jung Thapa* is a certified Corporate Trainer involved in training banking professionals on Soft skills: Customer Service, Effective Business Communications Marketing, Time Management, Stress management and other Soft Skills. Trainer has trained over 1000 participants for over 25 commercial banks since 2010 with excellent feedback on training effectiveness and ability to address the training needs.

Trainer brings in over 8 years of corporate experience having worked with both multinational and national level banks namely Standard Chartered Bank Nepal Ltd (SCBNL) and Laxmi Bank Ltd (LXBL) as Business Development Manager, Relationship Manager and Corporate Communication Manager between 2002 and 2010.

Methodology : Presentation, Video, Activities, Role Plays & Discussion  
Date & Time : 8th August, 2015 ,9:30am to 5:00pm  
Venue : NBI Hall, Kathmandu  
Duration : 1 day  
Target Audience : Staff Members of Company/Firm

## NBI Terms and Conditions

Fee/ Charges : Cancellation/ withdrawal of participants must be done 24 hours prior to start of the program. If participants does not attend the program without cancellation, full charge should be levied to the client.