



PRESENTS

EFFECTIVE COMMUNICATION & PRESENTATION SKILLS



Background

Effective communication & presentation skills are key to business success. In addition to learning how to deal with difficult people, participants acquire techniques for connecting with people quickly and easily as well as clearly presenting their ideas. Participants also discover their own communication style and learn how to identify the communication preferences of others. Morale and productivity improve because their personal and professional relationships improve skills and knowledge gained from learning how to effectively communicate and make memorable presentations.

The training provides the participants an opportunity to undertake the importance of communication and presentation skills at work place as well as in personal life. It provides a learning platform, which highlights their competencies and gaps and offers insights into ways to acquire process competencies required for managing in the fast changing competitive environment .

Date: 8th December 2018
Time: 9:30 am to 5:00 pm
Venue: NBI Hall, Kathmandu

Program Details

Program Takeaways

- The participants will be able to identify & avoid roadblocks to successful communication.
- Participants will understand the importance to communicate clearly and with impact, by improving their verbal and non-verbal communication style, as well as enhancing interpersonal skills. Communicating effectively will soon seem effortless!

Target Audience (Up to mid level across all departments)

- The session enhances communication skills training for individuals wishing to develop their interpersonal skills and build rapport with others in the workplace.
- The training covers effective communication strategies to enhance understanding and verbal communication with others.
- This session is also helpful to those providing or selling a service to others, as well as people responsible for managing

Contents

- To understand what is communication and its importance
- Identify & Avoid Roadblocks to successful Communication.
- Use your body & voice as positive tools when you communicate
- Speak Clearly & simplify your message
- Apply active listening Skills
- Comprehend the importance of non verbal communication
- Professional communicating through email
- Fundamental guidelines for using telephone
- Social Media Etiquettes (netiquettes)
- Empathy
- Respect
- Conflict resolution

Program delivery (Method)

Audio-visual presentation, fun games, role playing, participant presentation etc

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Faculty Profile



Ms. Nirmal Duggal (Neeru), Corporate Trainer Sales & Operations Manager—Nepal at Bahrain Air

Corporate Training Experience:

Neeru is senior learning and development professional and has deep understanding of corporate world. She specializes in building innovative training solutions and connects with her audience with great deal of flexibility. She carries wide international experience. She has

been delivering training solutions for corporate clients based on behavioral, communication, public speaking, attitude building, business & customer service globally. The focus of the training delivery is on performance enhancement resulting in significant and tangible business relevance and results and therefore ROI for the clients. She has spent 18 years plus in learning and development domain and has trained in over 50 different organizations in Hospitality, Education, Aviation, Manufacturing, and consulting industries. Neeru delivers workshops on **Leadership Skills, Business Communication Skills, Time/Stress Management, Customer Service, Business & Office Etiquettes, Self - Management, Team Building and leadership, Positive Thinking, Problem Solving & Decision Making, Cultural**

Workshops, Emotional Intelligence, Personality Development, Negotiation skills and Winning Ways

Industry Experience:

Neeru has been part of various industries for over 25 years and her last assignment was with an international pizza chain called Neopolitan Pizza as CEO. She has also worked in organizations like Hotel Hyatt Regency – Delhi, Escorts Finance Ltd. Air Sahara Airlines Druk Air, GMG Airlines, Norvic Hospital, Bahrain Air – Nepal.

Neeru likes to engage with a lot of students as her philanthropy cause and works closely with them to groom them for a confident future in the corporate and entrepreneurial world. She has been associated with few management colleges in Nepal as visiting faculty for subjects - Consumer Behavior, Marketing Communication, Business Environment in Nepal for BBA Students & HRM, HR Audit, HR Compensation

Training Assignments:

Neeru has imparted training for organizations like – Ncell, Mega Bank, Asian Paints, CSI Nepal, Debojyoti Group, Norvic hospital, Civil Bank, NCC Bank, Machhapuchre Bank, IME Cooperative, Dabur Nepal, Kangaroo Education consultants, Nepal airlines, Quest entertainment, Chaudhary group, Himalayan Distilleries, Nepal Administrative Staff college, Maruti Udyog, Delhi, Antara

Program Itinerary

Time	Details
9:30am—10:00 am	Registration and Introduction
10:00am to 11:30am	Session I: The Communication Process & its importance Body Language Barriers to effective communication
11:30am to 11:45am	Tea Break (15 minutes)
11:45am to 1:15pm	Session II: Listening Skills Telephone skills
1:15 pm—2:00 pm	Lunch Break
2:00pm to 3:30pm	Session III: Professionally communicating through email
3:30pm to 3:45pm	Tea Break (15 minutes)
3:45pm to 5:00pm	Session IV: Empathy Respect Conflict resolution
5:00pm Onwards	Feedbacks and Certificate Distribution

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