Marketing & Sales · MS422

Effective Time Management and Communication Skills

Duration	Category	Ref
1 Week	**Marketing & Sales**	**MS422**
Language	Certificate	
English	**Certificate of attendance**	

Introduction:

This course is designed to help participants improve their productivity through effective time management techniques while enhancing their communication skills for better workplace collaboration, efficiency, and professional relationships.

Course Objectives:

By the end of this course, participants will be able to:

- Understand the principles of effective time management.
- Prioritise tasks and manage workloads efficiently.
- Improve verbal and written communication skills.
- Enhance listening and interpersonal communication abilities.
- Apply practical techniques to increase productivity and workplace effectiveness.

Target Audience:

- Administrative Professionals
- Supervisors and Team Leaders
- Human Resources Personnel
- Customer Service Staff
- Project Coordinators
- Professionals seeking to improve productivity and communication effectiveness

Course Outline

Day 1

Fundamentals of Time Management

- Importance of Time Management
- Identifying Time Wasters
- Setting Goals and Priorities
- Planning and Scheduling Techniques

Day 2

Productivity and Work Organisation

- Task Prioritisation Methods
- Managing Multiple Responsibilities
- Delegation and Accountability
- Work-Life Balance Strategies

Day 3

Effective Communication Skills

- Communication Process and Principles
- Verbal and Non-Verbal Communication
- Active Listening Techniques
- Building Positive Workplace Relationships

Day 4

Professional Communication in the Workplace

- Business Writing Essentials
- Email and Meeting Communication
- Giving and Receiving Feedback
- Managing Difficult Conversations

Day 5

Integrating Time Management and Communication

- Communication for Better Time Utilisation
- Team Collaboration and Coordination
- Personal Action Planning
- Course Review and Key Takeaways

Ask us for a date for this course

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