



Effective Communication Skills

(27th -28th February, 2018 at NPO-Lahore)

The course on Communicating Effectively has been designed for those who manage groups of people, mainly including business owners, top management, and all managers within small and medium sized enterprises

OVERVIEW:

National Productivity Organization, Ministry of Industries & Production announces internationally recognized Training Program on **“Effective Communication Skills”** in collaboration with Business Edge (an innovation of International Finance Corporation (IFC) a member of the World Bank Group) at Lahore. The training shall be conducted by IFC Business Edge certified resource persons.

LEARNING OBJECTIVES:

After attending the course, participants will be able to:

- Identify elements of communication process and factors influencing it;
- Identify forms of communication;
- Describe channels of communication at work;
- Show ability to give job instruction;
- Display ability to give and receive feedbacks;
- Show ability to deliver effective presentations by using verbal and non-verbal language;
- Show ability to participate and conduct meetings effectively.

COURSE CONTENTS:

- The course includes three sessions as follows.
- Session 1 – Nature of communication
- Session 2 – Job instructions and feedbacks
- Session 3 – Delivery of effective presentations
- Session 4 – Conducting effective meetings

Registration Deadline
26th February

Open discussion
Case study
Self-assessment
Mini-lecture
Learning games

Fee: PKR 10,000/- Only
(Fee includes Course Material, daily Lunch & Tea and IFC Certificate)
Timing: 09:00 AM – 03:30 PM
Venue: NPO Office, Lahore 234-Ferozpur Road, PITAC Building

For Registration Please Contact

Ms. Saba Taj Anwar

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RESOURCE PERSON: **Ms. Rabia Jamil**

Human Resource Development Specialist with an extensive experience of working with a variety of companies focusing on productivity enhancement and organizational development through training and consulting. She has been progressively involved in various Human Capital Development; Talent Management & Research Initiatives; working with a diverse group of organizations/individuals with a strong emphasis on Performance Management, Strategic HR, Change Management, Organizational Behavior, Personal Productivity Skills etc. She is an IFC Trainer for BE programs for SMEs. Her ample knowledge with respect to HRD, Entrepreneurship, Quality & Productivity and Lean Tools makes her one of the seasoned trainer and consultant.