London TDM

Administration and Office Management Training Courses

Course Venue: United Arab Emirates - Dubai

Course Date: From 26 April 2026 To 30 April 2026

Course Place: Downtown Dubai

Course Fees: 5,000 USD

Introduction

Effective communication within the office environment is essential for enhancing productivity, building strong working relationships, and ensuring clarity in business operations. This 5-day course is designed to equip professionals with the necessary communication techniques to navigate and excel in the modern workplace.

Objectives

- To improve verbal and non-verbal communication skills.
- To develop active listening abilities.
- To learn techniques for clear and concise written communication.
- To understand and overcome common communication barriers.
- To build confidence in professional interactions.

Course Outlines

Day 1: Foundations of Communication

- Introduction to communication theories and models.
- The importance of effective communication in the workplace.
- Understanding different communication styles.
- Non-verbal communication and its impact.
- Self-assessment and personal communication audit.

Day 2: Verbal Communication Techniques

- The art of storytelling in professional settings.
- Mastering public speaking and presentations.
- Techniques for clear and persuasive speech.
- Handling difficult conversations and conflict resolution.
- Role-playing exercises for effective verbal interaction.

Day 3: Active Listening and Feedback

- The principles of active listening.
- Strategies to improve listening skills.
- Providing constructive feedback.
- Receiving and processing feedback effectively.
- Interactive exercises for enhancing listening and feedback skills.

Day 4: Written Communication and Digital Etiquette

- Crafting clear and concise emails and reports.
- Essential grammar and style considerations.
- Developing an appropriate tone in written communications.
- Understanding and applying digital communication etiquette.
- Practical exercises in drafting professional documents.

Day 5: Overcoming Communication Barriers

- Identifying common communication barriers.
- Strategies to overcome language and cultural barriers.
- Addressing and managing bias in communication.
- Adapting communication approaches for different audiences.
- Final group discussions and course reflections.