



CENTRAL BANK OF EGYPT
Egyptian Banking Institute

The Communication Edge



Interpersonal Skills



310-P26-CE



In-Class



8 hours

Course Description:

This course is designed for new employees who want to enhance their body language to engage others, utilize a four-point communications model, and employ questioning techniques. Additionally, they will use active listening and non-verbal techniques. By mastering these skills, employees will gain confidence in articulating ideas, engaging others, and contributing meaningfully to both personal and organizational objectives through effective communication.

Target Audience:

This course is tailored for new employees seeking to enhance their communication skills and effectively utilize various forms of communication.

Course Objectives:

- Identify essential communication principles.
- Define what is FBI
- Use the techniques of asking questions.
- Develop effective communication skills through active listening and non-verbal communication techniques.

Course Outline

Module 1: How Well Do You Communicate?

- How well do you communicate?
- Four basic principles of communication

Module 2: Use Engaging Language

- Focus on behavior, not personality
- Be specific
- "I" messages and owning your language

Module 3: Use the Power of Questions

- Controlling a conversation
- Different types of questions
- The questioning funnels

Module 4: Use Active Listening and Non-Verbal Communication

- Evaluate your listening skills
- Listening and empathy
- Active listening
- How to listen better
- Matching non-verbal communication
- Importance of body language

Assessment Strategy

Participants will be informally assessed based on their interaction during sessions and their participation in group exercises.

Course completion will grant participants:

0.6 CEUs

Course Language:

- Training Material: English
- Facilitation: Bilingual

Prerequisites:

None