



# Effective communication

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Mercuri International

# Program overview

## Effective communication

### Objectives

Learn how to communicate effectively adapting to different environments and styles of communication.

### What you will learn

You will master all communication techniques and learn how to adapt your communication to fit different communication styles and environments (such as face-to-face or virtual). You will also have the chance to learn about your preferred style of communication and how to use it at your advantage.

### Audience

New managers as well as experienced managers who want to improve or refresh their leadership skills

### Duration

1h of digital learning

### Delivery format

Also in combination with face-to-face or virtual classroom

# Content overview

1

## **The many facets of a message**

- Discover how to avoid misunderstanding, by being aware of the different levels of meaning in a message

2

## **Discover your style! (4P test)**

- Learn your dominant style of communication

3

## **Understanding personality types**

- Discover the different communication styles and how you should change your behavior accordingly

4

## **Effective communication**

- Master all communication techniques and learn how to adapt your communication skills to a face-to-face or virtual environment

5

## **Effective communication: a summary**


- Review the most important tips to communicate effectively and to interact well with different personality types.

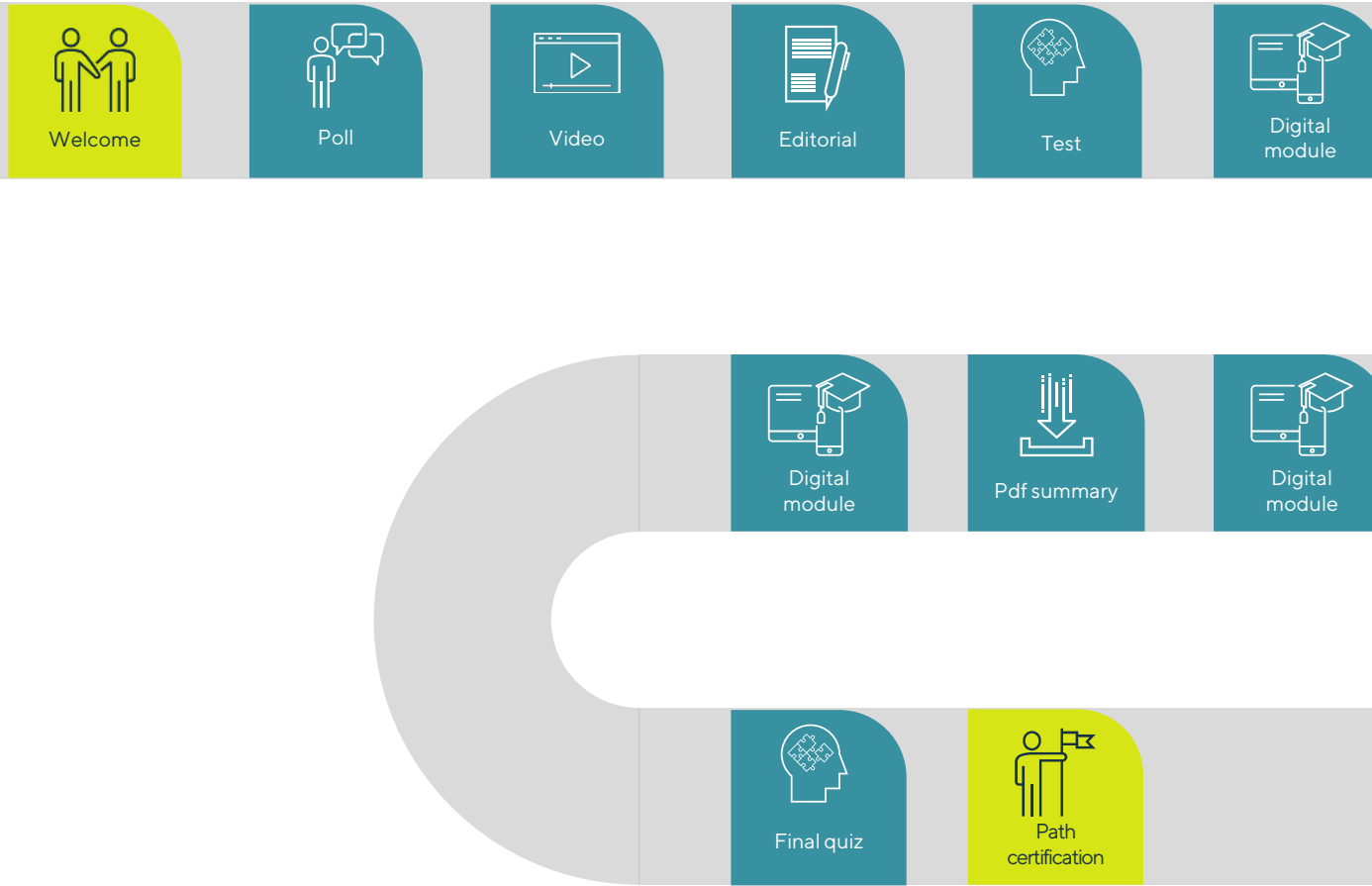
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## **Active listening**

- Learn how to take your listening skills to the next level

# Learning path

 Also available including face-to-face or virtual sessions along the path





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Grow your people  
Grow your business