

COMMUNICATION SKILLS: BUILDING BLOCKS TO LASTING SUCCESS

(Monday) 10th March 2025 (1 Day)

10:00AM - 02:00PM

In-person @ UIC premises

Arabic/material in English

FEES FOR UIC MEMBERS
KWD 95

FEES FOR NON-MEMBERS
KWD 125



Oraib Al Fouzan

Introduction:

Unlock your full potential through our dynamic communication skills training program. Develop essential verbal and nonverbal communication skills, refine your presentation abilities, and cultivate a confident and influential communication style. Enhance your professional and personal relationships with our expert-led training, tailored to empower you in various communication scenarios.

Target Audience:

- Executive and Leadership
- Analysts and Research Professionals
- Business Development and Relationship Management Teams
- Operations and Compliance Teams
- Support and Administrative Staff
- Traders and Market Professionals
- Advisory and Consulting Professionals
- All Staff



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Outline:

Session 1: Introduction to Communication Skills

- Welcome and Icebreaker
- Overview of the training objectives
- Importance of effective communication in professional and personal settings

Session 2: Elements of Communication

- Verbal communication: clarity, tone, and language
- Non-verbal communication: body language, gestures, and facial expressions
- Paralinguistics: pitch, pace, and volume
- Activity: Communication Styles Assessment
- Participants identify their communication styles

Session 3: Active Listening Skills

- Understanding the importance of active listening
- Techniques for active listening
- Barriers to effective listening and how to overcome them.
- Activity: Role-playing scenarios
- Participants practice active listening in various contexts

Session 4: Building Empathy and Understanding

- The role of empathy in communication
- Techniques for developing empathy
- Cultural sensitivity in communication
- Activity: Cross-Cultural Communication Simulation
- Participants engage in scenarios to develop cultural sensitivity

Session 5: Effective Verbal Communication

- Constructing clear and concise messages
- Articulation and pronunciation
- Impactful storytelling techniques
- Activity: Storytelling Workshop
- Participants craft and share short stories to practice effective verbal communication

Session 6: Non-Verbal Communication Mastery

- Advanced body language cues
- Power of eye contact and facial expressions
- Using gestures effectively
- Activity: Non-Verbal Communication Role-plays
- Participants apply advanced non-verbal communication skills in real-life scenarios.

Session 7: Handling Difficult Conversations

- Strategies for managing conflicts.
- Delivering constructive feedback
- Dealing with resistance
- Activity: Difficult Conversations Simulation



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Expert's Profile: Oraib Al Faouzan

A growth-focused language, leadership, and mindset coach. Coach Oraib Al-Fozan holds a PCC certification via ICF, Certified Business Coach via Evercoach -Mindvalley, CoachME Executive, Board, Teams & Systems coach via BeckettMcinroy, Certified TAP360 Assessor via BeckettMcinroy, bachelor's degree of English Language & Literature, MSc Candidate in Psychology and experienced training facilitator.

Experienced professional in business & executive coaching and training, language, communication skills and personal growth. She strives to enhance her training experiences in a way that helps others adapt the crucial skills required in their daily lives as well as in professional working environments. Through research and insight developed in her rich career, she develops and creates programs that strive to reach results.

Credentials:

- 1- TESOL methodology via OPEN network of the U.S. State Department (Feb 2021)
- 2- International Coaching Federation - PCC certified (March 2023)

Work Experience:

- Board Member Soroptimist International Women's Group | 2022-2024
- Executive Corporate Trainer & Coach- Art of Language for Training & Development| 2021-Present
- Adjunct Instructor & Corporate Trainer- CCE at American University of Kuwait| 2022-present
- Freelance Instructor & Corporate Trainer PACE Gulf University of Science & Technology Kuwait| 2022-present