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## **CREATIVE COMMUNICATION & TIME MANAGEMENT SKILLS WORKSHOP**

**DATE: 20<sup>TH</sup> TO 24<sup>TH</sup> MARCH 2023**

**VENUE: MERICA HOTEL, NAKURU**

**COST: KSHS 92,500 EXCLUDING VAT PER PERSON**

**NITA REGISTERED: NITA/TRN/916**

**IHRM ACCREDITED: C00380**

### **INTRODUCTION**

Organizations recognize the significance of communication and time management as vital skills needed to connect people in society and use time efficiently. Indeed communication and time management play crucial role in almost all aspects of life. It is impossible to work in business, government or organizations without communication combined with creative use of time. People communicate with each other by exchanging information to facilitate decision making and talk about innovations. To be truly successful in any role, people need to understand themselves and others, and know how to build and maintain effective relationships with clients and colleagues and use time wisely in the process. It is for this reason that in today's competitive business world and challenging economy, effective communication and time management skills training is more crucial than ever before. It is the foundation on which companies and careers are built and a crucial component of lasting success.

Thus individual and team success depends upon the ability of individuals to utilize time wisely as they communicate with others, face to face, as well as virtually. Every interaction with another person determines how you are perceived and every interaction is an opportunity to develop trust and exert positive influence. Whether presenting one to one or to an audience of one many, conveying information to a project team or delivering a difficult message, communicating effectively is one of the most powerful skills for achieving your objectives. Therefore, this communication and time management skills course will help staff develop a truly engaging and responsive communication style, leading to positive results for them and their organizations. That is the very essence emphasized by Paul J. Meyer when he said "*communication - the human connection - is the key to personal and career success.*" Michael Altshuler said "*The bad news is that time flies. The good news is that you are the pilot.*"

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## OBJECTIVES OF THIS TRAINING

Our communication and time management skills training is specifically developed to equip participants to:

- Understand principles of communication, protocol and etiquette
- Learn how communication and protocol works
- Appreciate ways of gaining superior presentation, speech writing, report writing, minute writing and conflict resolution skills
- Know how to use effective communication and protocol skills in your business and the need to modify communication depending on business situation and circumstances.
- Understand how good communication and protocol skills a critical building block to are both personal and business success.
- Gain active listening and responding skills
- Learn how communication style influences how we are perceived by others while on the other hand seeing things from other points of view
- Understand body language and increasing confidence including difficult people or Plan and prioritize each day's activities in a more efficient, productive manner
- Overcome procrastination quickly and easily
- Handle crises effectively and quickly
- Organize your workspace and workflow to make better use of time
- Delegate more efficiently
- Use rituals to make your life run smoother
- Plan meetings more appropriately and effectively
- Encourage participants to write their own workshop objectives in their guide.
- Creative communication and time management skills are the key to sustainable and competitive advantage that your company can rely on.

## BENEFITS TO YOUR ORGANISATION

Training is an investment in the future of your organisation and employees in which the payback is immediate. Building communication and time management skills and improving knowledge helps your organization stay ahead of competition in your industry. There is this ancient Chinese proverb that says: *“Give a man a fish and you feed him for a day. Teach a man to catch fish and you feed him for a lifetime.”* This training is one of the building blocks for developing a solid culture of excellence and exceptional communication and public relations skills that will help your organization to:

- Achieve a strong focus on your business goals and objectives
- Improve staff engagement
- Enhance skills to boost productivity and quickly
- Encourage extraordinary performance from employees
- Outperform the competition through enhancing your competitive edge
- Improve the use communication and protocol to improve the image of your organization
- Reduce stress levels experienced by staff

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In summary, you will develop staff who use time effectively and convey their objectives clearly and logically, a general sense of coordinated and effective action, and teams of people who get along in a common cause. The result is not just measurable better performance but also greater stability through a happy and motivated workforce.

### **BENEFITS TO PARTICIPANTS**

This seminar is ideal for participants of any level who want to develop their communication and time management skills. From the highest ranked officer to the receptionist, all employees should hone their Effective Communication and time management strategies. Doing so directly impacts office relationships, customer experience, and the business's bottom line. Warren Buffet said that by honing your personal communication and time management skills, you can boost your lifetime earning potential by 50%. At DGMB, we are experienced at providing unsurpassed communication and time management skills courses and longer term programmes to meet your specific organisation goals and service standards as well as the most frequent method of communication used to connect with your employees and customers e.g. face to face, telephone or email. This communication and time management training course will develop the participants' skills and behaviour to cultivate meaningful office relationships and offer exceptional customer care and services. By the end of this five day course, the participants will be able to:

- Understand the principles of protocol, etiquette and communication
- Understand the impact that communication and protocol has on other people, and how improving these skills can make it easier to get better results. The training is designed specifically to help them to become more effective and enhance professionalism in the workplace.
- Recognise the importance of body language and how their non-verbal signs affect communication, and give them useful tips on how to use gestures and emotions effectively. We will explain why being a good listener is essential for effective communication, and teach them how they can improve their listening skills so that they get better results.
- Speak with more confidence and listen carefully to build rapport and analyse and utilise body language to their advantage.
- Steer conversations and influence people as well as have the confidence to make more of an impact on their audience.
- Identify recognized and accepted practices in protocol as applied to organization
- Reduce stress levels, delegate wisely and prioritize activities
- Plan well, overcome procrastination and set own smart goals that are aligned to organizational goals

As with all our workshops, the focus is on the participant. To help a participant get the best possible results for your business, we provide you with an individual evaluation and help you develop a personal action plan, which you can start implementing right after your training session. Our mode of delivery will give you a chance to ask questions or discuss any difficulties with our trainers, who will be happy to assist you on the day.

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## TARGET GROUP

This course is tailor-made to suit anyone seeking training in best practices in communication and time management. In addition, this five-day workshop is designed to provide delegates with the skills required to analyse their use of time and to give them practical tools to improve their own self-management. It is suitable to anyone who needs to manage their time and communicate better. This includes senior managers, line managers team leaders, supervisors, administrators, project managers and all staff whose success depends on their ability to manage time and communicate clearly, be understood and influence how another person performs, and create positive working relationships. This course is therefore designed for:

- Senior Managers
- Customer service Managers
- Customer service Team Leaders
- Customer service Supervisors and officers
- PR Managers and Team Leaders
- PR Supervisors and Officers
- Front office Staff
- Personal Assistants
- Executive Secretaries
- Secretaries
- Protocol Managers, Team leaders, supervisors and officers
- Sales and marketing staff
- Finance and accounting staff
- Factory and production staff
- Procurement Staff
- Operations Staff
- Technical Staff
- ICT Staff
- Legal Personnel

## OUR TRAINING METHODOLOGY

area. Our methodology has several features that will ensure your staff experience a robust and relevant program; one that strengthens team dynamics and the organization deliver improved results. Some of the highlights of our unique approach are:

### ◆ **Reduced Emphasis on Formal Training**

We base our course designs on the 70:20:10 paradigms. Research indicates that about 70% of what adults learn is through on-the-job experience, 20% through social learning, and 10% through formal training. We present information in ways that engage participants and generate plenty of discussion and sharing of experiences. We also provide individual and group assignments that encourage participants to integrate new concepts into their daily work

### ◆ **Practical and Relevant Content**

In assessing and designing customer service and communications skills course, we remembered Hermann Ebbinghaus' famous 'forgetting curve' that shows we forget 50% of learned material within one hour unless it is put into practice. Our needs analysis and instructional design practices produce engaging, real-world learning materials, customized so that participants relate fully with the content.

### ◆ **Employing the Wisdom of Renowned Management Thinkers**

We employ the wisdom of renowned academics and authors on business and management like Henry Mintzberg who believes that:

- ✓ Management should emphasize teamwork, rather than rely on heroic individualism
- ✓ Effective staff are reflective in the context of taking action
- ✓ Management development works best as social learning in small groups

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◆ **Research-supported Methods**

Our training delivery is always informed by research on adult learning principles and by our experience as organizational development consultants, instructional designers and facilitators. Consequently, we include plenty of opportunities for learners to apply key concepts, using scenarios and simulations, personal action plans, accountability partners, and other techniques. These methods ensure participants retain what they have learned, apply what they have learned quickly, refine their approach, and internalize learning for long-term use.

◆ **Uncommon Focus**

Few training firms follow good design principles consistently because it takes time, sustained focus and clarity. Compared to other strategies and methodologies, DGMB's program will:

- ✓ Help you build strong internal communities
- ✓ Help staff learn more rapidly
- ✓ Build in lasting change through reflection
- ✓ Create working teams that are more cohesive, resilient, and productive

In this we have combined the following training approaches:

- i. Presentations through lecturing, group exercises, demonstrations and group discussions including presentations to enable interactions between the facilitators and the participants and among participants.
- ii. Discussions on topical issues arising from the various sessions and during the scheduled plenary discussions.
- iii. Citation of real case scenarios to enhance understanding of the core concepts, issues and training strategies
- iv. Role play, games and hands-on exercises
- v. Held plenary sessions to identify way forward

DGMB has deployed modern training aids aimed at making the training more exciting, inspiring and interesting. The teaching aids are numerous and serve different purposes. We used the following teaching aids to be very effective in capturing the imagination of the trainees:

- ✓ Overhead Transparencies (Colored power point slides), Demonstrations and emailed training

## COURSE DURATION

The course duration is five (5) days that will run as per our proposed 5-day training programme (Time Table). The length of the training is adequate to cover the entire course as shown in the timetable below. Over the duration of the training, participants will *"Learn how to build long lasting relationships and enhance personal and organizational success through communication and protocol"*. In addition, they will learn the best skills, strategies and techniques to ensure that every communication and protocol situation is a fruitful one. In these five (5) days of training, your participants will uncover the secrets of outstanding communication and protocol.

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**TIME TABLE**

Find below the programme for this seminar:

<b>DAY ONE</b>	
8:00 am – 8:30 am	Arrival, Registration and Climate Setting
8:30 am – 10:30 am	Introduction to business communication
<b>10:30 am – 11:00 am</b>	<b>Mid-morning Break and Refreshments</b>
11:10 am – 1:00 pm	<ul style="list-style-type: none"> <li>• Why good business communication matter?</li> <li>• The business communication process</li> </ul>
<b>1:00 pm – 2:00 pm</b>	<b>Lunch Break</b>
2:00 pm – 4:00 pm	<ul style="list-style-type: none"> <li>• Principles of effective business communication</li> <li>• Challenges to effective business communication</li> </ul>
<b>4:00 pm – 4:15 pm</b>	<b>Coffee/Tea, Wrap Up &amp; End of Day One</b>
<b>DAY TWO</b>	
8:00 am – 8:30 am	Arrival, Registration and Climate Setting
8:30 am – 10:30 am	<ul style="list-style-type: none"> <li>• Listening skills</li> <li>• Verbal and Non-verbal communication</li> </ul>
<b>10:30 am – 11:00 am</b>	<b>Mid-morning Break and Refreshments</b>
11:10 am – 1:00 pm	<ul style="list-style-type: none"> <li>• Planning your business communication for your audience</li> <li>• Structuring business communication Document(s)</li> </ul>
<b>1:00 pm – 2:00 pm</b>	<b>Lunch Break</b>
2:00 pm – 4:00 pm	
<b>4:00 pm – 4:15 pm</b>	<b>Coffee/Tea, Wrap Up &amp; End of Day Two</b>
<b>DAY THREE</b>	
8:00 am – 8:30 am	Writing reports that address business problems
8:30 am – 10:30 am	Writing to persuade your readers
<b>10:30 am – 11:00 am</b>	<b>Mid-morning Break and Refreshments</b>
11:10 am – 1:00 pm	<ul style="list-style-type: none"> <li>• Recommending solutions</li> <li>• Minute &amp; speech writing</li> </ul>
<b>1:00 pm – 2:00 pm</b>	<b>Lunch Break</b>
2:00 pm – 4:00 pm	<ul style="list-style-type: none"> <li>• Internet and Social media communication</li> <li>• Intercultural communication &amp; ethics</li> </ul>
<b>4:00 pm – 4:15 pm</b>	<b>Coffee/Tea, Wrap Up &amp; End of Day Three</b>
<b>DAY FOUR</b>	
8:00 am – 8:30 am	Arrival, Registration and Climate Setting
8:30 am – 10:30 am	<ul style="list-style-type: none"> <li>• Setting smart Goals</li> <li>• Prioritizing Your Time</li> </ul>

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<b>10:30 am – 11:00 am</b>	<b>Mid-morning Break and Refreshments</b>
11:10 am – 1:00 pm	<ul style="list-style-type: none"><li>• Planning Wisely</li><li>• Tackling Procrastination</li></ul>
<b>1:00 pm – 2:00 pm</b>	<b>Lunch Break</b>
2:00 pm – 4:00 pm	<ul style="list-style-type: none"><li>• Crisis Management</li><li>• Organizing Your Workspace</li></ul>
<b>4:00 pm – 4:15 pm</b>	<b>Coffee/Tea, Wrap Up &amp; End of Day Four</b>
<b>DAY FIVE</b>	
8:00 am – 8:30 am	Arrival, Climate Setting and Recap
8:30 am – 10:30 am	<ul style="list-style-type: none"><li>• Delegating Made Easy</li><li>• Setting a Ritual</li></ul>
<b>10:30 am – 11:00 am</b>	<b>Mid-morning Break and Refreshments</b>
11:10 am – 1:00 pm	<ul style="list-style-type: none"><li>• Meeting Management</li><li>• Best practices in business communication and time management</li></ul>
<b>1:00 pm – 2:00 pm</b>	<b>Lunch Break</b>
2:00 pm – 4:00 pm	Role of Emotional Intelligence in communication and time management
<b>4:00 pm – 4:15 pm</b>	<b>Coffee/Tea, Wrap Up, Graduation &amp; End of Day Five</b>

### YOUR INVESTMENT

We shall offer this training at a professional fee of Kshs 92,500 per person excluding VAT, for the entire duration of the course. This fee will cover our charges, costs of course preparations and training materials. This cost does not cater for transport and accommodation for participants.

### ADMINISTRATION DETAILS

Dates: 20<sup>th</sup> to 24<sup>th</sup> March 2023

Time: 8:00 a.m. – 5:00 p.m.

Venue: Merica Hotel, Nakuru

Attire: Smart Casual

For enquiries call David on: (+254) 722 352 680 of Josephine on (+254) 723 422 901 or Rebecca on (+254) 787 352 680. Email: [dgmbfinance@gmail.com](mailto:dgmbfinance@gmail.com)

### PRE-REQUISITES

No prior detailed knowledge of communication and time management is required.

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## QUALITY ASSURANCE

DGMB Training Solutions Ltd strives to provide you with the most productive, effective and value for money training experience possible. If after completing the course you feel there is some way we can improve, please write your comments on the evaluation form provided upon your arrival.

## TERMS AND CONDITIONS

**Disclaimer:** All registrations are subject to session availability. All speakers, sessions and prices were confirmed and correct at the time of printing. DGMB Training Solutions Limited reserves the right to change speakers and program details as required in addition to making changes to the schedules, venue or cancel the event altogether. **Privacy notification:** DGMB Training Solutions Limited respects the privacy of individuals, their sponsors, Organizations and acknowledges that the information you provide on registration form is confidential and third parties would not have access to. DGMB Training Solutions Limited collects this information for purposes of processing your registration and providing you information (via email and/ or mail) on upcoming events, specific products and services provided by or associated with DGMB Training Solutions Limited. Kindly register by 5pm, two working days prior to the training to enable us cater for your course materials and catering requirements. **Notice of withdrawal:** Unless written notice of withdrawal is received before the closing date of the programme, the full fee is still due in the event of non-attendance. However, DGMB Training Solutions Limited accepts replacement(s) or substitution, made in writing, prior to the commencement date of the Seminar. However, no substitution of participant(s) is allowable after the commencement of the training.

## CERTIFICATE OF PARTICIPATION

Participants will be awarded certificates after attending this course.

## HOW TO PAY

1. Issue Cheques in the name of “DGMB Training Solutions Ltd” or
2. Remit the Training fees via RTGS or Electronic Funds Transfer (EFT) to our Bank, the details are: - Account Name: - DGMB Training Solutions Limited, Bank: Cooperative Bank of Kenya, Branch: City Hall Branch, Nairobi, Account Number: - 01148231039600 and Branch Code: - 11049.
3. Our PIN is P051349463PS