

# Effective communication Skills

SEE online training programme



This programme has been designed to help participants become more successful in achieving their goals through communication.

People with good communication skills finish their tasks and achieve their goals more easily and with less stress and have better relationship with people in their environment.

This programme provides a good knowledge base for everyday work and a good foundation for those who wish to further develop specific areas of communication (e.g. presentation, influencing, etc.).

## Who is it for?

HR professionals who are responsible (among other things) for learning and development of their employees, senior managers and managers who want to learn how to better support the development of their people.

## Key benefits for organisation:

Efficiency of finalizing the tasks that require collaboration

Higher clients/customers` satisfaction

Better relationship between employees

Less stress

## What will I be able to do after I attend this training?

### After the training you will be able to:

- Better identify potentially problematic points in the communication process and take actions to prevent them.
- Better understand the needs of the people you communicate with and tailor your message to minimise misunderstanding.
- Choose the most appropriate communication channel to successfully convey your message.
- Make the difference between different communication styles and decide which one is the most appropriate for the occasion.
- Communicate and respond to “difficult” messages to minimize the risk of the conflict.
- Present your idea or business case with strong impact.

### Logistic information:

Date: December 15-16, 2021

Time: 10am-2pm CET



#### Lecturer

Milana Malešev  
CIPD Qualification Tutor and  
Senior Personal Effectiveness  
Trainer



250 EUR + VAT



Training is  
delivered in the  
English language.



For more information, please contact our office from your country:

PwC's Academy Serbia:  
[rs\\_pwcakademija@pwc.com](mailto:rs_pwcakademija@pwc.com)

PwC's Academy Croatia:  
[hr\\_pwc\\_academy@pwc.com](mailto:hr_pwc_academy@pwc.com)

PwC's Academy Bosnia and Hercegovina:  
[ba\\_pwc\\_academy@pwc.com](mailto:ba_pwc_academy@pwc.com)

PwC's Academy Slovenia:  
[si\\_academy@pwc.com](mailto:si_academy@pwc.com)

PwC's Academy Macedonia:  
[mk\\_academy@pwc.com](mailto:mk_academy@pwc.com)

PwC's Academy Albania:  
[iris.qirjaqi@pwc.com](mailto:iris.qirjaqi@pwc.com)

PwC's Academy Montenegro:  
[tanja.raznatovic@pwc.com](mailto:tanja.raznatovic@pwc.com)

PwC's Academy Bulgaria:  
[bg\\_pwcacademy@pwc.com](mailto:bg_pwcacademy@pwc.com)

\* If your country is not listed,  
please contact:  
[rs\\_pwcakademija@pwc.com](mailto:rs_pwcakademija@pwc.com)

