



مركز الوقت للتدريب  
Time Training Center

## **HOW TO TALK TO ANYONE AT WORK** **COURSE**

## Introduction

How to Talk to Anyone at Work: Mastering Communication and Building Connections is a highly practical course designed to improve everyday professional interactions, build rapport, and navigate challenging conversations with confidence. This program benefits employees at all levels who seek to strengthen workplace relationships, present ideas clearly, and influence peers and stakeholders. In today's fast-paced and collaborative environments, effective communication is the key to career growth and team success.

## Learning Objectives

- Build strong first impressions and rapport
- Engage in meaningful workplace conversations
- Apply active listening to strengthen connections
- Deliver and receive feedback professionally
- Influence across teams without formal authority
- Develop a personal communication action plan

## Course Details

Mode of Training	Classroom or Online
Duration	3 Days

## Who Should Attend

- Early-career professionals and new hires
- Managers and Team Leaders
- Sales, Marketing, and Customer Service Teams
- Administrative and Support Staff
- Anyone seeking to enhance workplace communication skills

## Certificate(s)

Participants who complete a minimum of 80% of the total training hours will receive a **Certificate of Completion** issued by **Time Training Center**. This certificate reflects their active participation and commitment to professional development in the relevant field.



## Course Outline

### Module 1: The Foundations of Workplace Communication

- Why Communication Skills Matter in Every Role
- Common Barriers to Effective Communication
- Self-Assessment: Your Current Workplace Communication Style

### Module 2: Making Great First Impressions

- Mastering Introductions and Icebreakers
- The Science of Building Immediate Rapport
- Non-Verbal Communication: Body Language and Tone

### Module 3: Small Talk and Meaningful Conversations

- Moving Beyond "Hi, How Are You?"
- Finding Common Ground Quickly
- Turning Casual Chats into Professional Relationships

### Module 4: Active Listening Skills

- Listening to Understand, Not Just to Respond
- The Art of Asking Powerful Follow-Up Questions
- Demonstrating Empathy in Everyday Interactions

### Module 5: Speaking Up at Meetings and Presentations

- Building Confidence to Share Your Ideas
- Structuring Clear and Impactful Messages
- Handling Nervousness and Imposter Syndrome

### Module 6: Giving and Receiving Feedback

- How to Deliver Constructive Feedback Diplomatically
- Accepting Criticism with Grace and Growth Mindset
- Handling Miscommunication and Clarifying Expectations

### Module 7: Influencing Without Formal Authority

- Building Trust Across Teams and Departments
- Gaining Buy-In from Peers, Supervisors, and Stakeholders
- The Power of Storytelling in Professional Influence



## Module 8: Action Planning Workshop

- Setting Personal Communication Goals
- Creating a Plan to Expand Your Professional Network
- Final Practice: Real-World Roleplays and Peer Coaching

## Methodology

We employ a comprehensive and applied learning strategy, integrating theory with real-world implementation:

- ❖ **Conceptual Learning:** Expert-led sessions on catalytic theory and engineering principles
- ❖ **Interactive Workshops:** Group exercises, presentations, and technical discussion forums
- ❖ **Case-Based Learning:** Industry-specific examples and troubleshooting scenarios
- ❖ **Technology Integration:** Digital tools, simulations, and catalyst modeling applications
- ❖ **Assessment:** Pre-tests, post-tests, and Competence Validation Exams for Certified courses to ensure knowledge transfer and skills validation

***Note: Instructors may adjust the training approach to fit technical requirements or participant engagement levels.***

## Instructors

Our instructors for this course are communication specialists with extensive experience in corporate training, leadership development, and interpersonal skills coaching. With more than a decade of expertise in helping professionals build relationship-based success, they bring practical frameworks and hands-on techniques into every session. Detailed trainer profiles will be shared upon request.

## About Time Training Center

Time Training Center is a leading professional training institute in Abu Dhabi that provides students and professionals with quality education and skill development programs. Time Training Center is accredited by the Abu Dhabi Center for Technical Vocational Education & Training (ACTVET) with a specialization in Computer and Management Training programs and certified by QA QC with ISO 9001:2015.

Operating in Abu Dhabi for over 3 decades, Time Training Center has established brand value as a high-quality Management & Technical Training Center in Abu Dhabi. We have also secured strong loyalty from corporate companies and associations with our holistic and practical teaching approach.

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