

Effective Interpersonal Communication

沟通及人际关系技巧

Learning Objective 学习目标

This comprehensive course provides you with a systematic and in-depth look into all aspects of interpersonal communication. With the effective skills and methods you learn from the course, you can better understand how to talk smartly and how to convey your points. It helps you improve your relationship with co-workers and customers, and become a stronger team player, a better listener and a more efficient problem solver.

本课程的学习将帮助您深入了解沟通中产生障碍的原因，提高语言沟通方面的技巧，让对方更容易了解您的意思。您将学会各种沟通方式，尽可能清晰地表明您的目的；您将掌握在团队中良好、有效沟通的诀窍，使您的团队工作更有效率；您将学会处理冲突的各种方式，轻松解决问题焦点，并进一步避免冲突。

Course Content 课程内容

- Positive attitude and relationship-building strategy
- Individual profile assessment and communication with people with different styles
- Characteristics of positive communication and how to communicate assertively
- Listening, questioning and giving quality feedback in order to build understanding and acceptance
- Causes of conflicts; strategies and process for resolving conflicts
- 建立正面态度及人际关系的策略
- 评估个人的人际风格以及与不同风格的人沟通
- 正面沟通的特点及何谓决断的沟通
- 通过聆听、发问及回馈技巧去建立谅解和接纳
- 冲突的成因，化解冲突的策略和流程

Target Group 参加对象

Professionals who want to improve communication skills to reach their goals and objectives

所有需要通过沟通达到个人和工作目标的职业人士

Schedule 时间

09:30-17:30 24 March, 2017

09:30-17:30 2017年3月24日



GERMAN CHAMBER
of Commerce in China • South & Southwest
中国德国商会 • 华南及大西南地区

The German Chamber Network

Location 地点

Unit 1903 Leatop Plaza, No. 32 Zhujiang East Road, Tianhe District, Guangzhou 510620
广州市天河区珠江东路 32 号利通广场 1903 室, 510620

Training Language 语言

Chinese 中文

Trainer 培训师

Mr. Alan Lee

- Worked in a prestigious multinational manufacturer as head of engineering department for 15 years.
- Has been engaged in business, quality, engineering and customer services improvement for more than 30 years.
- Was the Chairman of the Hong Kong Leadership Training Association for the years 1994 to 1997 and has been very active in the development of leadership training for the businesses in Hong Kong.
- Holds a Bachelor of Science Degree in Electrical Engineering from the National Cheng Kung University of Taiwan and a Master of Science Degree in Engineering Business Management from the University of Warwick, UK.
- 曾任职知名跨国生产型企业的工程部经理十五年，现为企业培训师及管理咨询师
- 一直致力于商务、质量、工程和客户服务的改善超过 30 多年
- 曾担任香港领袖训练协会 1994 至 1997 年度的会长并为众多企业提供高级领导能力、决断沟通与谈判技巧、变革管理、顾员发展及辅导、监督管理技巧、团队建立、销售及顾客服务等方面的指导
- 拥有台湾国立成功大学电机工程学士学位，及英国华威大学的工程业务管理硕士学位

Training Fee 费用

GCC member: RMB 1,800/seat 会员: 1,800 人民币

Nonmember: RMB 2,000/seat 非会员: 2,000 人民币

Including lecture, course materials and lunch 含会务费、资料费及午餐