

## Cross Department Communication Skills

### 跨部门沟通技巧

#### Learning Objective 学习目标

Have you ever had conflicts with colleagues due to a lack of effective cross department communication skills? This comprehensive course provides you with a systematic and in-depth look into all aspects of cross department communication. In this course, you can improve understanding of cross department communication, grasp effective communication skills, deal with conflict successfully and prepare a satisfying meeting. It helps you improve your relationship with colleagues from other department and become a stronger team player, a better listener and a more efficient problem solver.

您是否由于缺少有效的沟通技巧而容易与其他部门的同事产生矛盾？本课程的学习将帮助您深入了解跨部门沟通中产生障碍的原因。在本次课程中，您将提高对跨部门沟通的认知，掌握高效沟通技巧，进行成功的冲突管理和进行会议管理。通过学会各种沟通方式，您将尽可能清晰地表明您的目的，使您的团队工作更有效率；您也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

- Cross Department Communication Understanding
  - Importance of cross department communication
  - Problems and resolutions to cross department communication
- Effective communication skills
  - Positive communication characteristics
  - Learning a communication model for increased workplace productivity
  - How to build understanding and acceptance
- Conflict management
  - Understand the cause of conflict in workplace
  - Conflict management style assessment: TKI Model
  - Cause and assess conflict management style
  - 6 Steps to resolve conflict
- Meeting management
  - Preparation and communication of meetings
  - Common meeting problems and resolutions
  - Improving your ability to deal with difficult members
- 跨部门沟通的认知
  - 跨部门沟通的重要性
  - 跨部门沟通存在的问题和解决建议
- 高效沟通的技巧
  - 正面沟通的特点
  - 学习提升工作环境生产力的沟通模型
  - 如何聆听，发问及给予高质回应从而建立互谅及接纳
- 冲突管理
  - 工作间所发生的冲突的各种原因
  - 个人冲突管理风格评估：TKI 模型
  - 发生冲突的各种原因和评估冲突管理风格
  - 冲突解决的 6 个步骤
- 会议管理
  - 会议的准备与沟通
  - 一般跨部门会议的问题与解决方案
  - 改善处理麻烦与会人员的的能力

### Target Group 参加对象

Managers and team leaders.

经理、主管及团队负责人

### Schedule 时间

09:30-17:30 22 June 2018

09:30-17:30 2018年6月22日

### 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 价格

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, refreshments and lunch 含会务费、资料费、午餐