PERFORMANCE DEVELOPMENT CONSULTANTS

MERGING MINDS
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# COMPASSIONATE COMMUNICATION

Communication is one of the most powerful drivers of workplace success. It shapes relationships, strengthens collaboration, influences customer experiences, and determines how effectively teams perform under pressure.

Professionals must be able to communicate with clarity, empathy, and confidence to build trust, manage challenges, and create meaningful connections with colleagues, customers, and stakeholders.

This 2-day program equips participants with practical communication strategies to enhance interpersonal effectiveness, strengthen teamwork, manage difficult conversations, and foster a more positive and productive workplace culture.

## Objectives

- **Demonstrate empathetic communication using structured approaches .**
- **Build resilience and apply practical communication strategies in managing daily and challenging situations with confidence**
- **Apply active listening and empathy techniques to establish trust**

## Highlighted Topics

1. **Foundations of Therapeutic Communication**
2. **Empathy in Daily Interaction with AVR Model**
3. **Transactional Analysis in Team Dynamics**
4. **Emotional Regulation Under Pressure**

03-61418378 train@pdcmsb.com www.pdcmsb.com