



Training Workshop on **Effective Communication Skills**

Training Profile

24, 25 December, 2013

Introduction

The training on Effective Communication Skills was a publicly announced program which was advertised through different media and participants rolled in from several organizations. Like this one, Risalat Consultants international promotes and implements public training workshops every month on a regular basis. The event was conducted at RCI's own training hall.

Participating Organizations

Following organizations were represented in the training by either one or more participants:



Major Topics Covered in The workshop

- *The Components of Communication*
- *Non-verbal Communication*
- *7 C's of Effective Communication*
- *Public Speaking and Oral Reporting*
- *Constructing Clear Sentences and Paragraphs*
- *Written Communication – Letters*
- *Delivering Good and Bad News*
- *Short and Long Formal Reports*
- *E-mail Writing*
- *The Job Search Process and building an effective Resume*
- *Interviews*
- *Successful Business and Group Meetings*
- *Technology Enabled Communication*

Training Delivery

It was a two day program conducted on 24th and 25th of December, 2013 and was delivered by one of RCI's experienced and expert training consultants who has many years of developing and conducting training programs on different subjects related to Business Communication, both in Afghanistan and abroad.

In order to assess the delegates' existing knowhow regarding the concepts intended for discussions during the training, there was a brief pre-program test conducted by the trainer, which asked different questions in some of the topics included in the curriculum. Results from this test give a comparison gauge for the end of the program when another, post-program, test is conducted asking slightly different questions from the same topics asked about in the pre-test. Results from both tests are compared to assess the progress delegates made during the training program.

The contents for the training on Effective Communication Skills are designed in a way that discussion starts at the basics of what communication actually is and proceeds with different types of communication, important considerations for making communication effective and other general considerations. The program then discusses some major forms of communication that take place inside organizations nowadays e.g. Email writing, report writing, interviews and meetings and so on. Essential aspects of these forms of communication were discussed by the trainer where the trainees also shared their experiences, thoughts and ideas regarding the topics. The trainer allowed participants to ask questions during the sessions whenever they felt something needed clarification or wanted to ask about something relevant regarding their own day to day activities.

Part of the training were group discussions, video sessions showing different scenarios or effective and ineffective communication and practical implementation of some of the concepts where they expressed, in practical terms, their understanding of the discussed topics and in case of discrepancies, got them corrected by the trainer. The trainees were also provided with some formats and templates for use while communicating in different forms on their jobs.

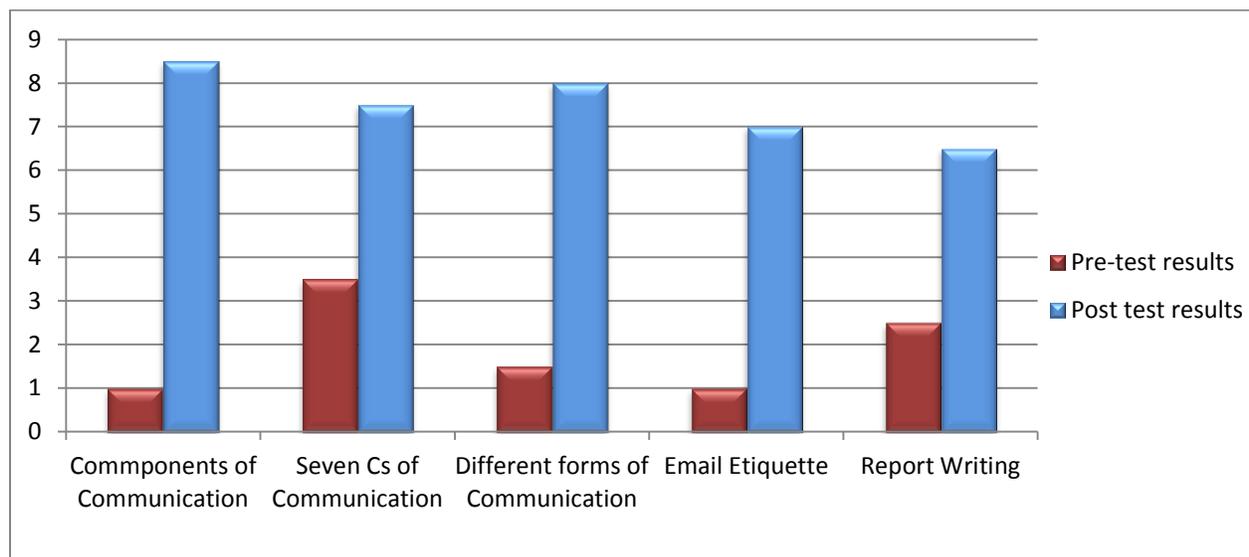
Sessions on both days started 09:00 am and concluded at 03:30 pm. The second day started with a recap of the previous day's topics where the main concepts discussed the day before were revised. The participants also asked questions regarding communication related issues they practically faced in their workplace and sought solutions from the trainer. Each day would end with a summarization of the day's main discussion topics.

Effect of the Training Program

For every capacity building program one of the determining factors for its success is the initial improvement that happens in the skills and knowledge of the participants regarding the topics which are discussed during the training. This can be observed through comparing the results from the pretest and the posttest attempted by the delegates before and after the training program respectively.

Looking at the post test results as well as the practical performance of the trainees towards the end of the workshop show that the trainees learned new concepts and added on their existing knowledge of some of the topics discussed in the workshop.

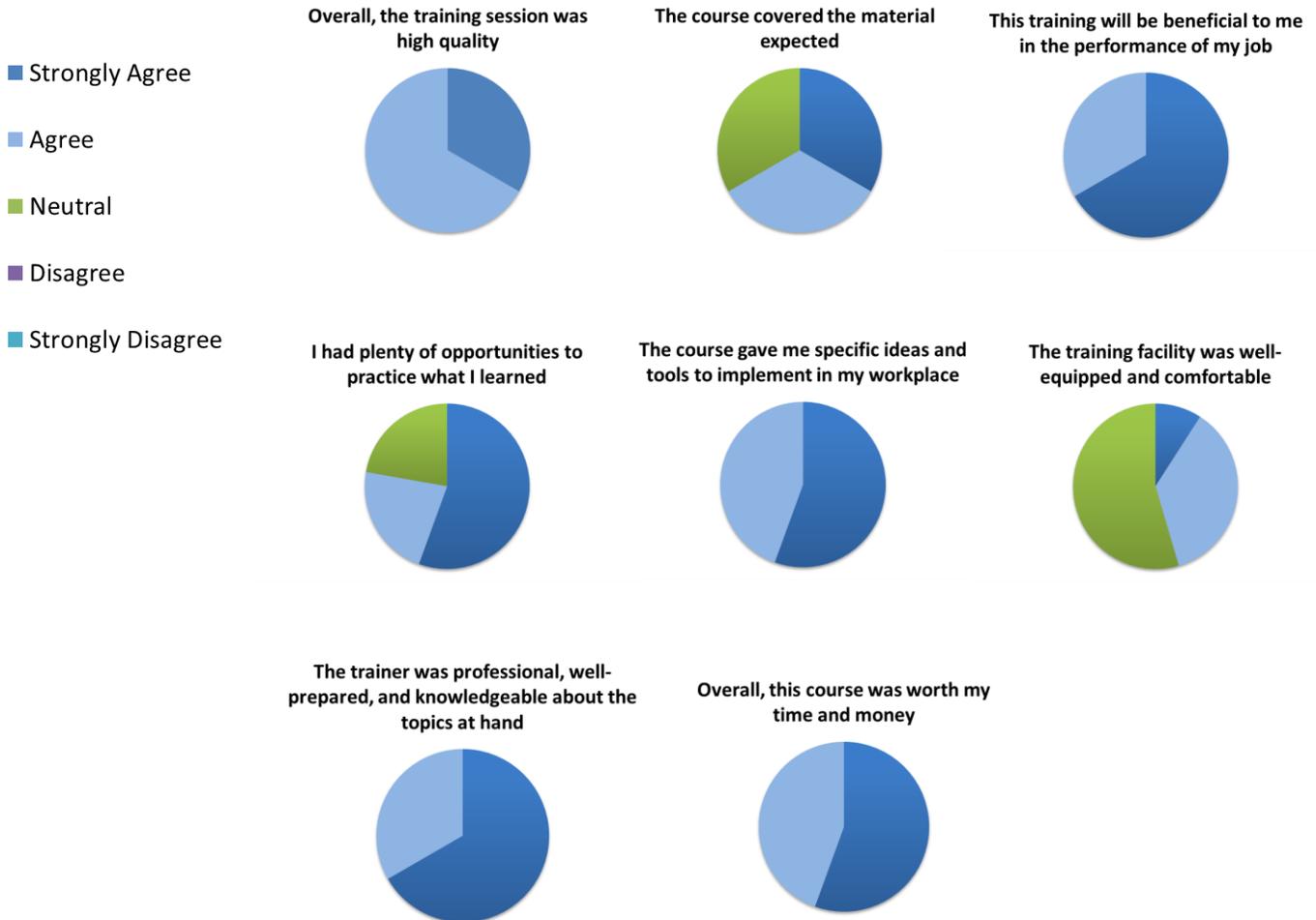
The graph below shows a comparison of the summative scores the trainees obtained on questions on each of the topics asked about.



Workshop Evaluation

At RCI we believe in continuous efforts toward improving our quality of our service, and quality cannot improve if input from the beneficiaries/clients is not put in the front. Part of these efforts is a final course evaluation filled in by the participants in which they express their views on different aspects of the program, from quality of the training materials to the skills of the trainer(s) to the overall effectiveness of the program for their careers.

The graphs below show a representation of the participants' viewpoints:



Some photos of Program

