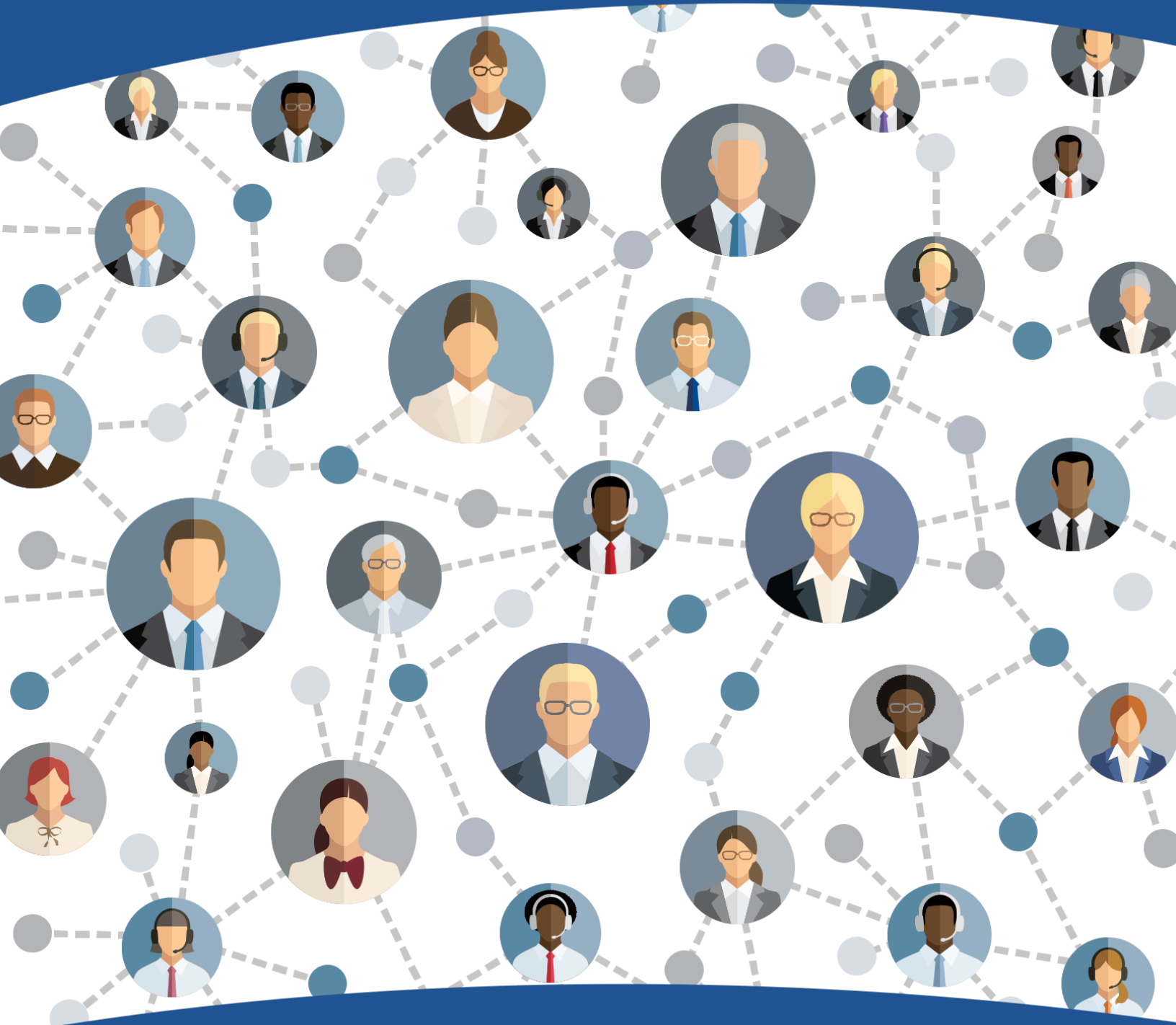


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Organizational and Departmental Communication

Why Attend

- Communication is a critical organizational function that can help a company stay efficient and productive. One of the more important forms of organizational communication is interdepartmental communication. This course helps attendees develop the skills necessary to implement policies that strengthen interdepartmental communication and maintain an efficient flow of information.

Course Methodology

- This course relies on the use of self-evaluation exercises aimed at helping participants discover their preferred communication style. The course also features the use of a number of case studies, practical exercises and presentations by participants followed by group discussions.

Course Objectives

By the end of the course, participants will be able to:

- Identify effective frameworks for constructive interdepartmental communication
- Demonstrate excellent internal customer service skills
- Use proactive approaches to simplify work processes between departments
- Apply different team building models to create alignment within the organization
- Solve interdepartmental conflict by identifying and removing communication barriers
- Develop a plan for enhancing overall organizational communication

Target Audience

- Managers, supervisors and professionals who interact with other departments, teams or business units.

Target Competencies

- Relating to others
- Gaining commitment
- Teamwork
- Collaboration
- Role awareness
- Conflict resolution

Organizational communication

- Definition of interdepartmental communication
- Direction of communication within an organization
- Formal versus informal communication
- The organizational grapevine
- Organizational culture and its effect on performance
- Levels of company culture
- Determining the strength of company culture
- Organizational values and attitudes
- Communication blockers

Internal customer service

- Internal customer service definition
- Importance of excellent internal customer service
- The service profit chain
- Silo mentality
- Breaking down the silo
- The service quality factors
- Building rapport with internal customers
- Handling customer complaints

Simplification of work processes between departments

- Signs of complicated or inefficient processes
- Simplifying work processes
- Work simplification stages
- Data analysis and evaluation
- Work Breakdown Structure (WBS)

Interdepartmental team building

- Removing the 'us-against-them' mindset
- Building an interdepartmental team
- Characteristics of successful teams
- Team cohesiveness
- Team building models and applications
- Creating alignment between different units
- The power of synergy

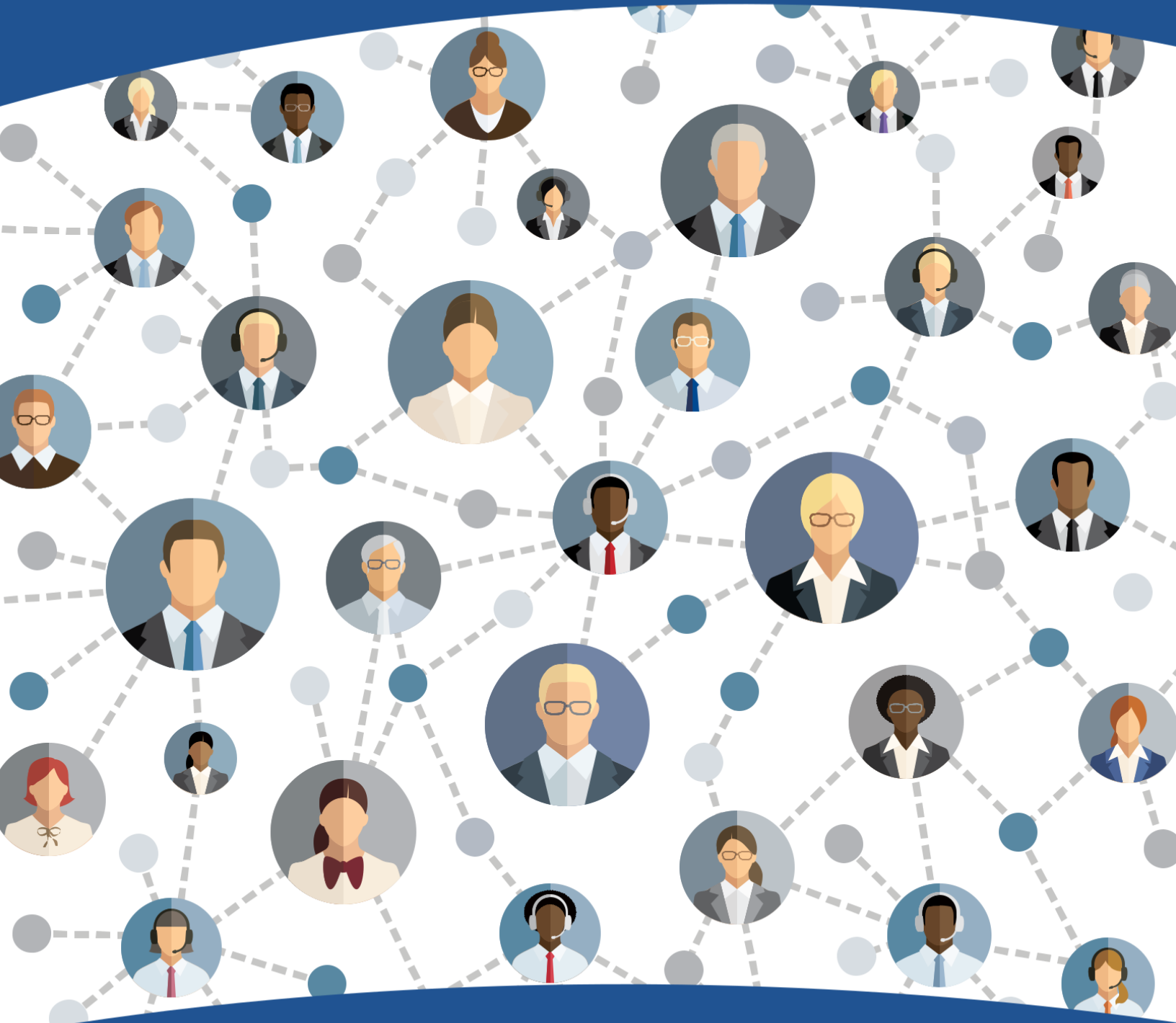
Resolving interdepartmental problems and conflicts

- Identifying departmental problems
- Problem solving techniques
- Resolving interdepartmental conflict
- The positive side of conflict
- Conflict and team performance
- Conflict management styles

Efficient and effective organizational communication

- Effective organizational communication
- Choosing the right communication medium
- Information richness of different channels
- Eliminating communication overload
- Signs of inefficient communication

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