Course Information

Course Name:	**Effective Communication Skills**

Institute/Centre:	Port Training Institute	**Course Code:**	M18

Type: √ Program ❑ Course ❑ Workshop

Course Duration: ❑ 5 Days √ 3 Days ❑ 1 Days ❑ Other

Course Conducted: √ Local ❑ International Indicate: A.R.E
Course Venue: Anywhere

Course Language: ❑ English ❑ Arabic √ Both ❑ Other

Course Description

Course Outlines:
1. Concept and the principles and elements of the communication process.
2. Various communication styles and how to use their respective depends on the situation.
3. Dealing with different types of people and the obstacles communication.

Course Objectives:
- Developing the skills of participants and increase their abilities to achieve the effectiveness of the Effective communication skills

Course Includes: √ Theoretical ❑ Fire Training Module ❑ Laboratory
❑ Workshop ❑ Site Visit

Course Prerequisites: Not Required

Who Should Attend: Specialists and heads of departments and department managers and general managers in different organizations

No. of Participants/Course: √ 5-10 ❑ 10-15 ❑ 15-20 ❑ Other

Qualifications of Participants:
- Collage Certificates

No. of Lecturer: √ 1 ❑ 2 ❑ 5

No. of Assistance: ❑ 1 ❑ 2 ❑ 3

Course Facilities

√ White Board √ V. Projector √ Data Show √ PC ❑ Manual
❑ Books √ Handouts ❑ Flip Charts ❑ S/W ❑ Other

Course Evaluation

❑ Written Examination ❑ Written Report(s) ❑ Oral Presentation √ Attendance
❑ Delegates Participation

Certificate Issue:
❑ Local Premises √ AASTMT ❑ International

Course Registration

√ Admission and Registration

Department at the Port

Registration: Training Institute ❑ Online ❑ Other

Beside Gate No. 27 - Outside

Customs Area, Alexandria Port

Documents Required: √ Registration Form √ ID/Passport Copy √ Photo