


TRAINING

EFFECTIVE COMMUNICATION AT WORK




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EFFECTIVE COMMUNICATION
3 WEEK ONLINE TRAINING

Online learning needs assessment.
 Online training session 6 x 3 hours.
 Assignments, practice, and role plays.
 Use of own working context.
 For who? NGO staff for whom effective communication is essential.

REGISTRATION DEADLINES 1 week before start
START LEARNING NEEDS ASSESSMENT
1 week before
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 IMARAH CONSULTANCY
 NGO-Advice-Training-Coaching
 Create and develop together

SUMMARY TRAINING: EFFECTIVE COMMUNICATION AT WORK	
Who is this training course for?	For all NGOs staff in development or humanitarian settings, who want to improve communication at work.
Closing date registration	7 th September 2023
Online learning needs assessment	11 th September to 17 th September 2023
Training start and end date	18 th September to 5 th October 2023
Training package:	Online learning needs assessment; Online training session 6 x 3 hours, including practice and role plays; Assignments in online learning management system (LMS).
Certificate of successful completion after meeting all requirements	Attendance of 80%; Active participation during training; Assignments finalized in learning management system; Final test graded with pass.
Course fees	€ 395 including 21% VAT (taxation law Netherlands)

IMARAH CONSULTANCY

“Imarah Consultancy” is managed by Cobi Rietveld, who is an experienced health professional, trainer, and coach, with a master’s in public health and extensive experience in management, training, capacity building and coaching in developing countries, Humanitarian Aid, and the Netherlands.

“Imarah” is a word in Arabic, Hindi, Urdu, and Swahili, and refers to the meaning “**Growth**”, “**Development**” and “**Success**”. “Imarah Consultancy” believes in the power of people and communities, to develop their potential and together create a better world where basic needs and rights are respected and met. “Imarah Consultancy” aims to support and facilitate the development of knowledge, skills and competencies for individual professionals, organisations, governments and communities, National and international NGOs in Humanitarian, and development aid, through coaching, training, and advice.

OVERVIEW TRAINING COURSE

The 3-week online training course provides a basic start to develop effective communication skills, with the aim to ensure a smooth communication, where people understand each other, listen to each other, aiming at effective teamwork, whether it is face-to-face communication, in writing, e-mail, phone or through apps. The training is for anybody within the NGO who needs to communicate with his or her team, colleagues, partners, stakeholders, and beneficiaries. Before the training a basic **learning needs assessment** will be conducted with participants, to ensure the training is adjusted to the needs. In the online learning environment, you can expect to be actively learning, through a mix of training methods, including discussions, assignments, group work, and most important **practice through role plays**. Your own practical working environment will be used as a basis for the training; therefore, you are expected to come with your own examples. A certificate is given, when meeting the participation requirements, completing all the assignments and a knowledge test.

WHO IS THIS COURSE FOR?

This 3-weeks training course is for staff working with NGOs in development or humanitarian settings, who want to improve communication at work and for whom effective communication is essential to be able to do their work well.

Specific criteria for the participants in this training are:

- The participant has access to a computer and stable, good quality internet throughout the training;
- The participant has basic computer skills (word and PowerPoint);

- The participant is available for all online training;
- The participant has sufficient time available for the online sessions, as well as homework assignments, individual or in groups for a period of 3 weeks;
- The participant has sufficient English speaking and writing skills.

TRAINING OBJECTIVES

The course will enable participants to develop effective communication skills, which they will be able to use in the working environment.

By the end of the course the participant should be able to:

- Describe the elements of communication;
- Explains the difference between verbal and nonverbal communication;
- Identify barriers to communication and how to overcome barriers;
- Explain the effect their behaviour (verbal and non-verbal) has on others and how this influences the communication;
- Demonstrate effective listening skills;
- Ask clear and concise questions;
- Give clear instruction and advise which are organized, logical and understandable;
- Give constructive feedback following the feedback rules;
- Receive feedback with the aim of learning from feedback;
- Manage conflicts effectively.

TRAINING METHODOLOGY

The course will start with a **learning needs assessment**, 1 week before the start of the training. After registration you will receive a link to the online learning management system of Imarah consultancy, where you will do a few assignments, including a knowledge test, to collect information about the available knowledge regarding communication, and your specific learning needs. In the online live training sessions, we will focus on developing communication skills, through discussions, assignments, role plays supported with feedback and reflecting on own communication skills. We will be practicing with examples from your own working environment. The training will be on Mondays and Thursdays for 3 weeks in the afternoon from **13.00 to 16.00 central European time**, supported by homework, groupwork, assignments and feedback, while working in an online learning management system. The number of participants will be limited to a maximum of 12 per training, as to ensure the active participation in the virtual training environment. Reliable internet is essential.

The estimated study time is:

- 18 hours online face to face learning (6 times 3 hours);

- 1 to 3 hours per week self-study and assignments, depending on your pace of learning and previous experience;

TRAINING DATES

The dates for the online training sessions are **18, 21, 25, 28 September and 2 and 5 October 2023**. The time is **13.00 to 17.00 central European time (CET)**,

COURSE FEES

The course fees include:

- Learning needs assessment;
- Online training sessions 6 sessions of 3 hours;
- Training materials and working on assignments in the online learning management system of Imarah Consultancy;
- A certificate, when meeting the criteria.

The course fees are

- **€ 395,-** including 21% VAT (according to tax law in the Netherlands)

REGISTRATION

To register for the online training “Effective communication at work”, please fill in the online registration form: [Online registration communication September 2023](#) – **deadline 7th September 2023**.

SELECTION OF CANDIDATES

Selection will be based on the criteria, of the English language skills, availability of stable internet, your confirmed availability for the online training sessions and time for homework and group work. Once your application is confirmed, you will receive a link to the online learning management system of "Imarah Consultancy", for a learning needs assessment. You or your organisation will also receive an invoice.

The invoice needs to be paid within 3 weeks after sending the invoice.