

# € TRAINING

Organizational and Departmental  
Communication



18 - 22 November 2024  
Kuala Lumpur (Malaysia)



# Organizational and Departmental Communication

REF: Q2083 DATE: 18 - 22 November 2024 Venue: Kuala Lumpur (Malaysia) - Fee: 5300 Euro

## Introduction:

This training program offers comprehensive instruction on enhancing communication effectiveness within organizations and between departments. Through theoretical learning and practical exercises, this program equips individuals with the skills needed to navigate complex communication dynamics and contribute to organizational success.

## Program Objectives:

At the end of this program, participants will be able to:

- Determine the most efficient channels for cooperative departmental communication.
- Display top-notch internal customer service abilities.
- Utilize proactive methods to streamline cross-departmental work procedures.
- Apply various team-building techniques to bring about alignment inside the company. Eliminate communication obstacles to reduce interdepartmental friction.
- Create a strategy to improve organizational communication in general.

## Targeted Audience:

- Managers and supervisors responsible for facilitating communication within their departments.
- Team leaders aiming to improve interdepartmental collaboration and coordination.
- Communication professionals involved in designing and implementing organizational communication strategies.
- Employees at all levels seeking to enhance their communication skills to contribute effectively to their departments and the organization as a whole.

## Program Outline:

### Unit 1:

#### Understanding Organizational Communication:

- Overview of Organizational Communication.
- Importance of Effective Communication within Organizations.

- Communication Channels and Networks.
- Formal vs. Informal Communication Structures.
- Impact of Communication on Organizational Culture.

## Unit 2:

### Interdepartmental Communication Strategies:

- Importance of Interdepartmental Communication.
- Identifying Communication Gaps between Departments.
- Strategies for Enhancing Collaboration and Coordination.
- Effective Use of Communication Tools and Technologies.
- Overcoming Barriers to Interdepartmental Communication.

## Unit 3:

### Developing Effective Communication Plans:

- Planning and Designing Communication Strategies.
- Setting Communication Objectives and Goals.
- Audience Analysis and Segmentation.
- Message Development and Tailoring.
- Implementing and Evaluating Communication Plans.

## Unit 4:

### Conflict Resolution and Negotiation:

- Understanding Sources of Conflict in Organizations.
- Strategies for Managing and Resolving Interdepartmental Conflicts.
- Negotiation Techniques for Achieving Win-Win Outcomes.
- Mediation and Facilitation Skills.
- Building and Maintaining Positive Relationships during Conflict Resolution.



## Unit 5:

### Communication Ethics and Diversity:

- Ethical Considerations in Organizational Communication.
- Promoting Diversity and Inclusion through Communication.
- Cultural Sensitivity and Cross-Cultural Communication.
- Handling Sensitive Topics and Confidential Information.
- Ensuring Compliance with Legal and Regulatory Standards in Communication Practices.