BELIEVING IN AUTHENTIC LEARNING



Training Program

EMPATHETIC & INFLUENTIAL COMMUNICATION

PACE | PACE Institute of Management



Training Program

EMPATHETIC & INFLUENTIAL COMMUNICATION

Three Common Communication Barriers That Undermine Workplace Communication

1. **Passive Communication** – Simply receiving information without responding. When given a task, you may hesitate to ask questions if unsure, which often leads to misunderstandings and errors.
2. **Lack of Self-Control** – Allowing emotions to take over during disagreements or conflicts.
3. **Poor Online Communication Skills** – Struggling to communicate effectively on digital platforms and overlooking key aspects of professional online behavior (e.g., forgetting to mute during private conversations, poor camera angle, careless attire...).

The "Empathetic & Influential Communication" Program is designed to help you overcome these barriers:

- **From "Passive Communication" to "Proactive Connection"** – Gain mastery of core communication principles and skills to prevent misunderstandings when receiving requests.
- **From "Lack of Self-Control" to "Composed in Conflict"** – Apply proven communication models to resolve conflicts and navigate sensitive feedback situations.
- **From "Poor Online Communication Skills" to "Professional in the Digital Space"** – Build consistent and professional communication skills across written messages, email, phone, in-person and online meetings, and digital platforms (Slack, Zoom, etc.).

Empathetic & influential communication - The foundation for connection and team strength.

PROGRAM PARTICIPANTS

- Corporate leaders and managers at all levels.
- Functional Directors, Heads and Deputy Heads of Departments, Divisions, and Units.
- Professionals in corporate environments who wish to develop and strengthen this essential skill.

PROGRAM OUTCOMES

Upon completion, participants will be able to:

- Understand the role and significance of communication in team building and organizational effectiveness.
- Strengthen skills in active listening, questioning, giving effective feedback, and managing complex communication situations.
- Apply global communication models to enhance message delivery, resolve conflicts, and foster workplace understanding.
- Communicate effectively across generations by recognizing the traits and expectations of Gen Z to better connect, inspire, and collaborate.
- Optimize communication across multiple channels (face-to-face, written, email, phone, digital platforms) while ensuring a professional online presence.

PROGRAM OUTLINE

Part I. Communication in Today's Workplace

- Importance and characteristics of workplace communication.
- Impact of digital transformation and cultural diversity on communication skills.
- Process of information handling in communication.
- Barriers and influencing factors in communication, and strategies for address them effectively.

Part II. Multi-Channel Communication

- Understanding the traits and perspectives of different generations.
- Building connections and inspiring collaboration across generations.
- Communication culture via written messages, email, phone, face-to-face, and digital platforms (Slack, Zoom, etc.).
- Professional elements: demeanor, body language, and appearance in online communication.

Part III. The Art of Listening and Interaction

- Techniques for active listening and giving positive feedback.
- Methods for asking and answering questions effectively.
- Key considerations for effective communication.

Part IV. Empathetic Communication & Global Models

- Empathetic communication in today's workplace.
- How to show empathy without compromising standards.
- Introduction to effective communication models: DITTO, Nonviolent Communication, 7Cs of Communication.
- Approaches for giving feedback, offering constructive input, and managing conflict.

PROGRAM DURATION

Duration: The total duration of the program is 04 sessions (equivalent to 12 hours). You can choose to study in the evening, weekdays or weekends. Please see the detailed schedule of upcoming courses on PACE's website: www.PACE.edu.vn.

Tuition: For the official fee and preferential policy for early fee transfer or group registration, please see details on PACE's website www.PACE.edu.vn or contact PACE's Training Consulting and Training Department.

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PACE Building
181-183 Co Giang Street, Cau Ong Lanh Ward, Ho Chi Minh City
(former District 1, Ho Chi Minh City)

Hanoi Office
Coalimex Building (Floor 2) , 33 Trang Thi Street, Cua Nam Ward
(former Hoan Kiem District)

(028) 3837.0208 (HCMC)
(024) 3646.2828 (Hanoi)
contact@PACE.edu.vn
www.PACE.edu.vn