COMMUNICATION

Effective Communication

Practise listening, clear expression and handling difficult workplace dialogue.

8 sessions × 60 minutes · 8 hours · 590 AZN. Prices may change depending on current conditions.

Who is it for

For professionals who want to develop skills in communication and apply their learning at work.

By the end you will be able to

- Clarify another person's position through active listening and open questions.
- Structure a message around purpose, key point and requested action.
- State a boundary respectfully and check agreement in a tense conversation.

Practical assignments

- Listening and paraphrasing exercise.
- Rewrite a short workplace message.
- Assertive response role play in a conflict dialogue.

Session plan

01 Communication style

02 Active listening

03 Asking questions

04 Structuring ideas

05 Assertive communication

06 Expressing boundaries

07 Difficult conversations

08 Communication during conflict

Final practical output

A preparation map and rehearsed dialogue for a chosen real conversation.

Assessment and feedback

The dialogue is reviewed for listening, clarity, respectful boundary setting and next action.

Training format

Live online via Zoom / Google Meet. 1 participant + 1 trainer. Schedule agreed together.

Contact and enrolment

Aseto İnkişaf Təlim Mərkəzi (AİTM) · Bakı, Azərbaycan
+994 10 389 39 29 · custom@aitm.az · aitm.az
https://aitm.az/en/individual-online-training/effective-communication