

# “Communication & Soft Skills”

**Program Overview** : Almost everyone has difficulties with communication at some point or another. Conveying your needs, thoughts, and feelings in a professional environment can be especially challenging. The experience may leave you feeling nervous or even intimidated, especially when power dynamics are in play. Mastering the fundamental skills can make a big difference in how your career evolves.

**Listening** Master Effective Body Language Well  
**Communication Skills** Non-verbal Business Cross Good Message Active Empathic Cultural Listen



**Program Objectives** : The program aims at improving verbal & non-verbal communication skills including formal report writing, letter writing and public speaking and other officer like qualities & skills.

**Program Coverage** : Experienced government officers, Life Coaches & Soft skill trainers will cover topics such as **Introduction to Verbal and non-verbal communication, Dynamics of Communication, Social Style in official interaction, Written & Presentation skills, Body Language, Social & Behavioural Etiquette, Time Management, Decisiveness & Problem solving, Out of the box thinking, Change Management, Team Building**, etc.

For more information, please contact Kishor Mehta, Programme Coordinator (Mob. : 9794862012, email : [ipr.iritm@gmail.com](mailto:ipr.iritm@gmail.com)) or visit our website : [iritm.indianrailways.gov.in](http://iritm.indianrailways.gov.in)

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