

Professional skills workshops: case study

**‘Interpersonal communication skills’
workshop for a leading builder having
developed commercial, luxury residential,
retail, hospitality and industrial warehouse
spaces based out of Bangalore**

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To learn more about our online courses
and professional skills workshops, please
contact Tania Sabharwal at: [tania.sabharwal@british
council.org](mailto:tania.sabharwal@britishcouncil.org) | +91 8939831735

www.britishcouncil.in

How we helped staff members improve their business communication skills

Business need for doing a course

Required a course that would help their teams communicate better with each other: being succinct, communicating with empathy and build nurturing relationships

Reason for choosing British Council

They believed our curriculum was most apt for their requirement

Name of course taken:

Interpersonal communication skills online workshop

Format of training:

Workshop: fully synchronous

Batch size: 20

Duration: 8 sessions, 1.5 hours each. Delivered in 2 weeks

Learning outcomes:

- Understand your communication style and be able to adapt it when necessary
- Build rapport with colleagues, clients and superiors to help you get things done
- Have the skills to improve a key relationship at your workplace
- Participants will be better able to communicate with others in the workplace to achieve goals and build relationships
- Clients and colleagues will appreciate increased understanding, stronger levels of trust and
- Achieve better results
- The organisation will have team members who can better adapt their communication focusing on the needs of others increasing long term performance and productivity



Pre-course assessment:

What challenges do you experience when listening to others, showing empathy or using verbal or non-verbal communication?

- Ability to remain consistent over extremely long meetings. Reacting to being pushed too hard
- Challenge in using correct choice of words
- Communicating with impact
- Being empathetic when listening
- Lack of confidence while using verbal or non-verbal communication.
- Completing work in the given time frame

Post-course assessment:

Which of the tools and techniques will you use in the workplace? How?

- How to respond empathetically
- Visual, verbal and vocal skills. The FFF mode

How will this help you communicate more effectively at work? How will it help you perform better?

- Better connecting with peers
- Network better with colleagues and convey a positive image
- Conduct myself with better body language and adapt to various communication styles
- Clearly express/put my point across



Feedback parameters:

- The topics covered in this course match the areas I need to learn about
- The level of difficulty of the activities was just about right
- The course content is relevant to my workplace communication
- There was a good mixture of activities during the course
- The course activities were engaging
- I achieved my learning objectives for this course
- The toolkit contains a useful summary of the main learning points

100%

Students agreed that the course met the parameters on the left

Feedback on the course:

- ***“Relevant and engaging content”***
- ***“The entire workshop was well curated and the mix of concepts/role plays/ Q&A/ group work all contributed to a very engaging learning environment.”***
- ***“Workshop was very much interactive and I could learn multiple new aspects in our day-to-day work scenarios”***
- ***“Course content was good- covered the important aspects of communication. Content was clear and relatable. Activities were engaging and helped learning. Materials were supportive.”***
- ***“Perfect”***
- ***“This was a great workshop and content was excellent. Very engaging and practical.”***



About the teacher:

- Was well prepared for the programme
- Had good knowledge of the subject
- Gave clear explanations and instructions
- Encouraged interaction in the group
- Gave useful feedback and suggestions
- Was engaging

100%

Students agreed on these points regarding the teacher

Feedback regarding the teacher:

- ***“Extremely approachable, knowledgeable and handled all the participants well”***
- ***“Teacher was amazing!! Was a great listener and ensured that she clarified any doubts. She found ways to keep us on our toes during the sessions. She also encouraged us to really think through each concept.”***
- ***“Trainer was very professional, managed to keep us engaged while making us understand each topic. Time management of each session was on point. Overall trainer made the who program interesting and a great learning experience.”***

