



ONLINE SESSION ON “THE ART OF CONVERSATION”

19th - 20th April, 2021

Course Content & Programme

Time	Day 1 - 19th April 2021	Day 2 - 20th April 2021
0900 hrs - 0930 hrs	Login	Login
0930 hrs - 1000 hrs	Welcome Remark by ACMA WR Introduction of Facilitator and Participants Icebreaker & Expectation sharing	Is Listening an overlooked Leadership tool? Assessment on Listening skills
1000 hrs - 1030 hrs	Techniques to Build Rapport in a conversation	Heart of Listening and Journey from Hearing, to Listening to Active Listening
1030 hrs - 1130 hrs	Behaviour and its impact in a conversation	Levels of Listening, Questioning and Listening skills
1130 hrs - 1230 hrs	Perceptions / Biases and other barriers in communication	Barriers to Listening and overcoming barriers