



 B4 L2 Bronze Meadow Street, Westernville Saphire,  
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 [www.MSSCorporation.com.ph](http://www.MSSCorporation.com.ph)

## EFFECTIVE COMMUNICATION SKILLS TRAINING

**Strengthening Written, Spoken, and Interpersonal Communication for Internal and External Stakeholders**

**1-Day Face-to-Face Training Program | Philippines**

### TRAINING OVERVIEW

Effective communication skills are essential to workplace success—whether employees are coordinating with colleagues, collaborating across departments, responding to clients, or dealing with suppliers and business partners. Many workplace issues such as misunderstandings, delays, conflict, poor service, and damaged relationships can be traced back to **ineffective communication**.

The **Effective Communication Skills Training** of Making Strong Success (MSS) is a practical, application-focused program designed to develop participants' ability to communicate **clearly, professionally, and confidently** in both **internal and external business contexts**.

This program integrates **written communication, spoken communication, and interpersonal communication**, ensuring participants can deliver the right message, in the right way, to the right audience—whether inside or outside the organization.

### TRAINING GOAL

To equip participants with practical communication skills that enable them to communicate effectively with colleagues, teams, clients, suppliers, and business partners—supporting smoother collaboration, stronger relationships, and better business outcomes.

### TRAINING OBJECTIVES

By the end of the training, participants will be able to:

1. Communicate messages clearly and professionally in written and spoken form
2. Apply effective interpersonal communication skills in workplace interactions
3. Adjust communication style based on audience, purpose, and situation
4. Handle internal and external communication challenges with confidence
5. Build positive working relationships with colleagues, clients, and partners through effective communication

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## **TRAINING OUTLINE (1 DAY | 8:00 AM – 5:00 PM)**

### **Module 1: Foundations of Effective Communication**

**8:00 AM – 10:00 AM**

#### **Topics Covered:**

- What effective communication really means in the workplace
- Common communication barriers and why messages fail
- Internal vs external communication: similarities and differences
- The role of clarity, tone, and intent in communication
- Professional communication standards in business

#### **Preview of Supporting Activity:**

**Communication Self-Assessment** – Participants evaluate their current communication habits and identify areas for improvement.

**10:00 AM – 10:15 AM | Morning Break**

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### **Module 2: Spoken and Interpersonal Communication Skills**

**10:15 AM – 12:00 NN**

#### **Topics Covered:**

- Verbal communication basics: clarity, tone, and confidence
- Active listening and asking effective questions
- Interpersonal communication with colleagues and teams
- Managing emotions and reactions in conversations
- Handling misunderstandings and difficult conversations

#### **Preview of Supporting Activity:**

**Interpersonal Communication Scenarios** – Participants practice responding to realistic workplace communication situations involving colleagues and internal stakeholders.

**12:00 NN – 1:00 PM | Lunch Break**

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### **Module 3: Written Communication for Business**

**1:00 PM – 3:00 PM**

#### **Topics Covered:**

- Principles of clear and professional business writing
- Writing effective emails, messages, and basic reports
- Structuring messages for clarity and action
- Avoiding misinterpretation in written communication
- Written communication with clients, suppliers, and partners

#### **Preview of Supporting Activity:**

**Message Improvement Exercise** – Participants revise sample emails and written messages to improve clarity, tone, and professionalism.

**3:00 PM – 3:15 PM | Afternoon Break**

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### **Module 4: External Communication with Clients, Suppliers, and Partners**

**3:15 PM – 4:30 PM**

#### **Topics Covered:**

- Communicating professionally with clients and customers
- Managing expectations and delivering clear messages
- Handling complaints, concerns, and difficult external conversations
- Building trust and credibility through communication
- Aligning communication with company image and values

#### **Preview of Supporting Activity:**

**External Communication Role-Play** – Participants practice client and supplier communication scenarios focusing on clarity, professionalism, and relationship-building.

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### **Wrap-Up, Integration, and Action Planning**

**4:30 PM – 5:00 PM**

- Key communication insights and best practices
- Personal communication improvement commitments
- Action steps for applying learning at work



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## TRAINING METHODS

- Facilitated discussions
- Interactive exercises and role-plays
- Scenario-based learning
- Guided reflection and action planning
- MSS **EnterTRAINment** approach (learning + engagement)