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EFFECTIVE WORKPLACE COMMUNICATION

Strengthening Interpersonal and Interdepartmental Communication for Better Collaboration and Performance

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

TRAINING OVERVIEW

Effective workplace communication is a critical driver of productivity, collaboration, employee engagement, and business performance. Yet many workplace issues—conflict, delays, misunderstandings, and siloed operations—stem not from lack of skill, but from **ineffective communication between individuals and between departments**.

The **Effective Workplace Communication Training** of Making Strong Success (MSS) is a practical, application-focused program designed to help employees communicate **clearly, respectfully, and professionally** with co-workers while also strengthening **interdepartmental coordination, alignment, and collaboration**.

This program integrates **interpersonal communication skills** (how individuals speak, listen, and respond) with **business and interdepartmental communication practices** (how teams coordinate, manage expectations, and work across functions). It is applicable to employees across all levels and industries.

TRAINING GOAL

To improve employees' ability to communicate effectively with co-workers and across departments—reducing misunderstandings, improving collaboration, and supporting smoother business operations.

TRAINING OBJECTIVES

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

1. Communicate clearly, professionally, and respectfully with co-workers
2. Apply active listening and feedback skills in daily workplace interactions
3. Manage misunderstandings and communication breakdowns constructively
4. Understand communication challenges between departments and how to address them
5. Practice best practices for effective interdepartmental communication and collaboration

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

Module 1: Foundations of Effective Workplace Communication

8:00 AM – 10:00 AM

Topics Covered:

- What effective workplace communication really means
- Common causes of communication breakdowns at work
- Interpersonal vs interdepartmental communication
- Communication styles and their impact on others
- Professional communication standards in the workplace

Preview of Supporting Activity:

Communication Self-Check – Participants assess their current communication habits and identify strengths and improvement areas.

10:00 AM – 10:15 AM | Morning Break

Module 2: Interpersonal Communication Skills for Employees

10:15 AM – 12:00 NN

Topics Covered:

- Active listening and understanding beyond words
- Asking clear questions and clarifying expectations
- Giving and receiving feedback professionally
- Managing emotions and tone in workplace conversations
- Handling misunderstandings and minor conflicts

Preview of Supporting Activity:

Interpersonal Communication Scenarios – Participants work through realistic employee-to-employee communication situations and practice effective responses.

12:00 NN – 1:00 PM | Lunch Break

Module 3: Interdepartmental Communication and Collaboration

1:00 PM – 3:00 PM

Topics Covered:

- Why departments struggle to communicate with each other
- Understanding roles, priorities, and constraints of other teams
- Communicating requests, deadlines, and updates clearly
- Avoiding assumptions, blame, and silo mentality
- Best practices for cross-functional collaboration

Preview of Supporting Activity:

Department-to-Department Simulation – Groups simulate interdepartmental coordination challenges and identify communication gaps and solutions.

3:00 PM – 3:15 PM | Afternoon Break

Module 4: Building a Culture of Clear and Respectful Communication

3:15 PM – 4:30 PM

Topics Covered:

- Professional communication norms and etiquette
- Aligning messages across teams and departments
- Managing difficult conversations and disagreements
- Accountability and follow-through in communication
- Communication habits that support teamwork and trust

Preview of Supporting Activity:

Communication Best Practices Workshop – Participants identify and agree on communication practices they can apply immediately at work.

Wrap-Up, Integration, and Action Planning

4:30 PM – 5:00 PM

- Key learning points and insights
- Individual and team communication commitments
- Action steps to improve workplace and interdepartmental communication

TRAINING METHODS

- Facilitated discussions
- Interactive exercises and scenario-based learning
- Role-playing and group simulations
- Guided reflection and action planning
- MSS **EnterTRAINment** approach (learning + engagement)