

ENHANCING COMMUNICATION SKILLS

Two-day seminar:
Effective Methods and Techniques for the Workplace

27 October and 03 November 2026



REGISTER NOW

Effective communication is not only about speaking clearly but also about **recognising emotions**, **understanding different perspectives**, and **responding in the right way**.

The seminar explores how **empathy** shapes workplace interactions and how **active listening** can help people understand what is being said as well as what may remain unspoken.

Participants will also develop **practical communication** and **questioning techniques** that help them **build rapport**, **clarify information**, **handle conversations** more confidently and create stronger professional relationships.

The background of the slide features a blurred image of a man and a woman sitting at a desk in an office. The man, on the left, is wearing a light blue button-down shirt and has a beard. The woman, on the right, is wearing a dark blue button-down shirt. They appear to be in a professional discussion. The text is overlaid on this image.

The programme is **practical** and **highly interactive**, giving participants the opportunity to explore their communication habits and understand how they influence everyday interactions at work.

It is also **reflective** and **experience-based**, using discussions case studies and role play to help participants practise new techniques and apply them immediately in professional situations.

OUR AIM AND APPROACH

- **Learn by doing** through case studies, videos, paired activities, questionnaires and role play.
- **Reflect on personal experiences**, empathy, and individual active listening skills.
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- **Practise active listening**, non-verbal communication, probing, paraphrasing and reflecting.
- **Work with other participants** to explore workplace scenarios and practise powerful questioning techniques.



PARTICIPANTS PROFILE

- Middle and senior managers, team leaders and supervisors
- Human resource professionals, project coordinators, and administrative staff
- Customer service, sales and marketing professionals
- Newly recruited employees who wish to build strong communication foundations in the workplace

PROGRAM GOALS

The **Enhancing Communication Skills** Program is designed to:

- Improve the **quality** and **effectiveness** of everyday workplace communication.
- Reduce **misunderstandings**, communication barriers, and avoidable conflict.
- Help participants respond to **colleagues**, **clients** and **stakeholders** with greater awareness and confidence.
- Strengthen **professional relationships** through clearer interactions.
- Support a more **collaborative**, **respectful** and **productive** working environment.

TOPICS COVERED



Tapping into Emotion

Empathy in Practice

Powerful Communication and the Communication Funnel

Non-Verbal Communication and Body Language

Probing Paraphrasing Reflecting and Overcoming

Communication Barriers

Active Listening and Levels of Listening

Active Listening in Practice

Powerful Questioning Techniques

THE TRAINER



Ms Christine E. Kowal

Director | EY Academy of Learning & Development |
People Consulting
EY Cyprus Advisory Services Limited

- Associate Certified Coach (ACC) from the International Coaching Federation
- Masters of Business Administration (MBA) from the Royal Roads University, British Columbia Canada with a specialization in Executive Management
- Bachelors of Commerce (B.Comm) from the Thompson Rivers University, British Columbia Canada with specialization in Human Resource Management
- Certified Professional in Talent Management (CPTM) from the Association for Talent Development
- Herman Brain Dominance Indicator (HBDI) psychometric practitioner & coach

Christine has spent nearly 20 years in the field of learning and organizational development and human resources. The majority of her career has been within the financial services industry in both Canada and the Middle East where she has been responsible for training services, talent management, leadership development, change management, and executive coaching services.

Christine comes to Cyprus from EY MENA serving most recently as the MENA Training Solution Leader where she and her team delivered learning engagements on a broad ranges of topics to clients across the region. Prior to joining EY, Christine held the position of Head of Learning & Development MEA at BNP Paribas. She worked closely with department heads and key stakeholders as a learning business partner to ensure the training initiatives met the current and future needs of the organization.

In addition, Christine was project manager for the identification and implementation of the Bank's talent development program, women's leadership initiatives, and diversity & inclusion activities as well as leading other large scale change initiatives. Christine started in the Canadian banking industry when she was 18 years old and worked there until January 2014. Projects managed included succession planning, implementation of HRIS systems & Banking software, 360 feedback, LEAN process efficiencies, Sales Coaching program, and Change Management.

GENERAL INFORMATION

- Dates and times:
27 October and 03 November 2026, 09:00 - 17:00
- Duration: 14 hours
- Venue: GrantXpert Consulting, Nicosia
- Language of instruction: English
- Participants will receive a Certificate of Attendance upon completion of the seminar.
- Registrations accepted until 20 October 2026.
- For all participants, please note that the final registration must be completed on the HRDA's ERMIS platform.
- To complete your registration on ERMIS, you will receive the seminar reference number by email once you have filled in the registration form:



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GENERAL INFORMATION

Participation fee

Price: €450.00

- For HRDA beneficiaries (employees of businesses/ organisations and self-employed persons):

HRDA subsidy: €280 | Total amount payable: €170, VAT exempt

- Unemployed and beneficiaries of Individual Learning Accounts (ILA)

Free participation, provided that all relevant HRDA requirements are met.

- The participation fee includes in-person attendance on both days, all training materials in electronic format, coffee breaks, and light lunches.
- The program has been approved by the HRDA.
- Businesses and organisations participating with their employees, as well as the unemployed and holders of ILA, can benefit from the relevant subsidy, provided that all eligibility criteria, participation conditions and HRDA regulations are met.



EY

Shape the future
with confidence

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For any further information or clarification, you may contact us at (+357) 22 669266 or via email at christiana@grantxpert.eu



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