TRAINER'S MATERIALS

MODULE: COMMUNICATION AND CONFLICT RESOLUTION

TOPIC 1: TYPES OF COMMUNICATION

PROGRAM OF THE TRAINING SESSION

DURATION OF THE SESSION: 120 MINUTES

Time	Table of content
10'	**Introduction to the training** Presentation of the professor and all the students. Goal: break the ice between students and the teacher and meet the classmates
20'	**Topic presentation** Types of communication Index and objectives Theoretical concept Resolve questions
45'	**Verbal Communication** Verbal communication Types of verbal communication Resolve questions
40'	**Non-verbal communication** Explain nonverbal communication Types Advantages and disadvantages Resolve questions
5'	Summary of the session

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