

# **Effective Communication Skills**

#### INTRODUCTION

People learn interpersonal skills best through practice and this course consists of many practical activities, conducted individually, in pairs and in larger groups. We also review the benefits of networking and the skills of networking.

#### **COURSE OBJECTIVES**

#### By the end of the course, delegates will have:

- **Recognised** the importance of listening as an interactive skill.
- *Distinguished* different types of questioning.
- *Appreciated* the importance of eye contact and body language.
- Understood basic rights in interpersonal relationships.
- **Distinguished** assertive behaviour from aggressive.
- **Recognised** basic Transactional Analysis (TA) Techniques.
- *Recognised* how they interact with other effective interaction behaviours.
- **Reviewed** the values of having an effective network
- Reviewed the Interpersonal skills required to network effectively
- **Practised** the skills of networking
- **Developed** a personal action for implementation in the workplace

### COURSE DURATION: 2 Day Course

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**COURSE CONTENTS** 

**Principles of Effective Interpersonal Communication** What is effective interpersonal communication? How do we communicate? Giving and receiving 'messages' The importance of empathy

#### The Power of Behaviour

Why do people behave the way they do? What influences our behaviour?

#### **Communicating Assertively**

Assessment of the three behavioural options Obstacles to behaving Assertively The impact of assertive behaviour Choosing an assertive style Techniques for specific situations

#### Analysing and Choosing Behaviour

Understanding interpersonal transactions What is your favoured style of interpersonal communication? Choosing your behaviour Influencing the behaviour of other

#### Networking

What is networking? What skills do we need to network? Listening to learn? Making your network work for you Practical Exercises

#### Handling Different Situations

Dealing with different behaviour Meeting, Greeting and Exiting

#### Personal Development Action Plan

Throughout this course there will be a number of practical exercises carried out which will enable delegates to put into practice must of the theory covered









