

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

www.oaktree-training.co.uk

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 most of the theory covered

