

Effective Communication Skills

INTRODUCTION

Successful people in modern companies usually possess excellent technical skills, gained through years of education, training and on-the-job experience. What they frequently lack, however, are the important skills of dealing with people. Just like any other skills, they can be acquired through training and practice. This course is designed to increase delegates' self-awareness and equip them with the tools to build constructive and rewarding relationships with people they deal with at work – staff, colleagues, customers, suppliers and others.

People learn interpersonal skills best through practice and this course consists of many practical activities, conducted individually, in pairs and in larger groups. Restricting numbers to a maximum of eight allows us to focus on delegates' problems and provide individual coaching as appropriate.

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.

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

Handling Difficult Situations

Confrontation
Giving and Receiving Feedback
Improving the process for handling difficult people

Influencing Styles

Choosing an appropriate style

Communication in Groups

The importance of team communication
Managing Interpersonal Communication in Groups

Personal Development Action Plan

COURSE DURATION: 1 Day Course

