

Communication Skills

Overview

This programme is designed for people who want to increase their 'personal presence' and ensure their communication is clear, assertive and persuasive. It is an uplifting and motivational programme designed to increase delegate confidence as a communicator as well as impart practical communication skills.

Objectives

- For each delegate to understand the difference between passive aggressive and assertive behaviour.
- For each delegate to analyse their personal communication style and how they are perceived by colleagues and team members.
- For each delegate to understand how they communicate and the benefits of becoming more assertive.
- For delegates to learn how to handle conflict and confrontation.
- For each delegate to understand how to influence others effectively.
- For each delegate to finish the day feeling confident that they can now communicate effectively, influence others and gain positive results.

Contents

- Introduction – the psychology of communication
- The impact of conscious and unconscious communication
- The power of listening
- Listening effectively to build rapport
- Analysing and utilising body language
- What's My Communication Style? – flexibility and adaptability
- Communication - understanding aggressive, passive and assertive messages (body language, voice, words, emails etc)
- Evaluation of delegates' levels of assertiveness
- Developing assertive techniques such as key listening and questioning techniques
- Setting and communicating clear goals
- Clarifying another's communication and negotiating as required
- Question techniques to aid understanding
- Conflict management
- Steering conversations and influencing people
- Summary and close