

# Summarising Skills

## Overview

The ability to summarise and check another person's understanding in the workplace provides employees with many added benefits. Over 50% of a person's communication is interpreted by what is seen, as opposed to what is heard. By confirming, summarising and clarifying, a person will rapidly reduce the likelihood of a breakdown of communication. In addition, a person with excellent summarising skills will find it easier to control a conversation and influence another person to think in a certain way. This programme will equip delegates with the practical skills to do this.

## Objectives

- For each delegate to understand how and why communication can break down so easily.
- For each delegate to understand that a picture paints a thousand words and to clearly portray their mental picture as well as utilise key questioning techniques and summarising skills in order to check another person's picture.
- To enable each delegate to practice questioning skills that will influence another person to consider a wider picture.

To enable delegates to practise presenting a summary that will clarify and cement all perceptions and agree and define a way forward.

## Content

- Introduction
- The psychology of communication – how it works
- We are visual creatures – painting pictures
- The power of questioning skills
- Defining their current perception
- Challenging that perception
- Examining wider implications – what if? Questions
- Examining other options/ solutions
- Summarising/defining and agreeing objectives
- Practical exercises tailored to the role of each delegate