

Effective Communication Skills

Overview

This programme is designed for people who want to ensure their communication is clear and assertive. It aims to enable more effective communication skills by taking into account the key challenges the delegates face when communicating and providing them with the skills which are necessary to ensure that they communicate in these situations as assertively and constructively as possible. The session encourages people to think about what they want to communicate and how they want it to be received so they get the best possible results from the people around them.

Objectives

By the end of the session, delegates will be able to:

- Recognise their personal communication style and how they are likely to be perceived by colleagues and team members.
- Understand the difference between passive, aggressive and assertive behaviour and the benefits of becoming more assertive.
- How to handle conflict and confrontation.
- 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
- Building rapport
- Analysing and using 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
- Giving praise and feedback using the BOOST model
- Clarifying another's communication and negotiating as required
- Managing conflict
- Personal development planning
- Summary and close