

Better Communication Skills at Work - Communication that Delivers Results

2 Days CSW1

OVERVIEW

Communication is best judged by the effect it has on others – the impact it generates and the results it achieves. This hands-on course focuses on all of these critical elements, allowing delegates to leave the course with a clear plan of how to improve their communication skills, enabling them to achieve the right results.

This challenging, practical and insightful two-day course explores the techniques required by participants to achieve positive results through their interaction with others. Altogether a better way in which to communicate! They will leave the course with a personal action plan identifying the key changes to make and skills to practise to build their self-confidence and improve their communication techniques. Participants will also take away a list of websites containing articles that will complement their key skills and techniques learned from the course.

DESIGNED FOR

For those wishing to improve their communication skills with others; face-to-face, in meetings or on the telephone.

LEARNING OUTCOMES

By the end of this course participants will be able to:

- Engage with others and get them to engage with them.
- Work towards creating the right image.
- Overcome the emotional constraints that make it difficult for them to get a result.
- Find out what others are really thinking and make others see it their way.
- Use and control the emotional force of their words, the sound of their voice and their physical presence.

TOPICS COVERED

What is Effective Communication?

- Clarifying how they wish to portray themselves
- Exploring how they are perceived by others (personal assessment/ feedback)
- Understanding and softening different perceptions and communication barriers

Assessing Relative Difference

- How to identify hidden emotions and messages through observation
- Tackling difficult behaviour – effecting a change
- How to deliver difficult messages and maintain the relationship

Building Rapport – Creating a Productive Relationship

- Use of questioning – softening the barriers, using the right approach
- Listening – what to listen for, how to discern acceptance or resistance
- Listening to understand and not just to respond – focus on active listening

How to Influence Others

- Requirements and process for moving someone from an entrenched position
- Using and controlling one's emotions through words, sounds and presence to create impact
- Handling difficult situations and delivering difficult messages

Communicating and Presenting a Positive Image

- Meetings – getting heard, being taken seriously, taking control, getting a decision
- Understanding the relative impact of phraseology
- Responding to others' ideas – sharing understanding, support and appreciation

Presenting a Positive Image - Personal Application Plan

- Projecting a more confident image through improved communication skills
- Putting communication skills into practice

EXTRA NOTES

Further Development:

Influencing & Persuading Skills with an Introduction to Negotiating (IPN)

Handling Difficult People & Situations (HDP)

An equivalent course is available in Arabic, French, German and Portuguese. Please call us for details.