

Mastering your Communication Skills

2 Days

BGCS

OVERVIEW

This course will permit participants to understand and practise effective inter-personal face-to-face communication using psychological principles.

DESIGNED FOR

Designed for all staff members.

LEARNING OUTCOMES

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

- Appreciate characteristics of effective inter-personal and oral communication.
- Recognize multi-cultural factors in communication.
- Be aware of sources of misunderstandings and ways to deal with them.
- Understand the impact of non-verbal behaviour, the role of listening and feedback in effective communication.
- Realise ways in which communication can break down.
- Use some of the models presented to reflect on and improve their communication.

TOPICS COVERED

- Characteristics of Communication
- Characteristics of a Message
- Non-Verbal Communication
- Communicating Across Cultures
- Interpersonal Communication
- Active Listening
- Giving and Receiving Feedback

EXTRA NOTES

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