Communication Essentials Training

Description

Introduction

This course increases the confidence of everyone to cope effectively in any communication challenge, including presenting in public, handling difficult people and conflict situations.

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We communicate all the time, yet rarely think about it. We often communicate without being fully aware of the messages we are really sending. Success depends on being understood, understanding others and communicating well together. Building healthy working relationships is vital to business success. A major part of this is understanding your own personal communication style, how we can (and do!) influence other people, and how you use your style to create effective and rewarding business relationships.

objectives

After attending this course, delegates will be able to:

- Introduce a wide range of practical communication skills to the participants
- Deepen participants understanding and awareness of themselves and others and how to manage emotions and habits
- Clarify communication pitfalls and how to avoid them
- Enhance the participants ability to achieve results through working with others
- Provide opportunities for participants to assess their own communication skills

contents

Day One

Self-Management and Emotional Intelligence

- Understanding the power of the subconscious in communication behaviours
- Understanding how we create habits and how to change to them

- What is emotional intelligence and how do we lose it?
- Understanding and overcoming the Ego
- Managing our emotions and feelings
- Calming down and reducing stressful reactions in communication

Day Two

Communication Basics: Knowing your communication style, listening and communicating assertively

- Different communication styles
- Assessing your communication style and effectiveness
- Improving communication effectiveness
- The role of beliefs in assertive communication
- Practicing assertiveness skills & active listening
- Using effective questioning for clearer communication

Day Three

Building influence: Building rapport, presenting yourself, using voice and body language effectively and utilizing technology

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- Understanding the secrets of body language
- Making a good first impression
- Building rapport, building your network & influence others effectively
- How to make a presentation which people will remember
- Using visuals effectively and handling questions
- Mastering social media and avoiding blunders

Day Four

Overcoming Communication Challenges: Dealing with conflict, difficult people and running effective meetings

- Strategies for managing difficult behaviour
- The different personality styles & How to get along with any person
- Running effective meetings
- Consensus decision making in meetings
- Understanding the sources of conflict at work
- Conflict Management Styles

Day Five

Working with Others: Delegation, Team Work, Leadership and Coaching Skills

- Different styles of leadership
- Common leadership mistakes
- How to develop teamwork
- Motivational communication

- The Who, what, and how of effective delegation
- The delegation process & Coaching Skills

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