

People Skills



Effective Communication

Key Principles

'First Search for Understanding, then Be Understood'

Business scenario

Successful organisations rely on their individuals having clear, effective communication skills that help build constructive working relationships. How much satisfaction we achieve from our work is often directly connected to how well we relate to people around us.

Who will benefit?

Those wanting to improve the quality of their interaction with others and use their communication to build and maintain strong working relationships. Similarly, those who want to communicate their messages and ideas in the most effective way.

Course objectives

By the end of the course you will be able to:

- Use the essentials of good communication to influence positive outcomes
- Manage your conversation for better results
- Communicate clearly to avoid or clarify misunderstandings
- Provide positive and constructive feedback
- Resolve conflict positively

Course content

Giving information

- Choosing the right words
- Recognising the benefits of positive language
- Choosing the appropriate format and medium to get the message across
- Working with tone and body language
- Improving your questioning techniques

Receiving information

- Using 'active' listening
- Understanding the other person's perspective
- Reading gestures
- Overcoming obstacles to effective listening
- Checking understanding
- Acknowledging correctly

Building rapport

- Creating affinity
- Using the 'conversation cycle' to enhance communication
- Understanding 'Transactional Analysis'
- Dealing with difficult people
- Checking understanding

Course features

Through questionnaires, discussion and practical exercises you will examine your current style of communication to highlight and build on what is working well for you. The course will provide techniques to enhance communication in order to achieve your development goals.

learning excellence, positive engagement...