

Communication Skills



OVERALL OBJECTIVE

The Communication Skills Workshop aims to equip participants with the sensitivity of what constitutes communication and how to handle one-on-one interpersonal communications in the most effective manner while using a personal style.

OUTCOMES

Participants will:

- identify and deal with rough edges
- send congruent clear communications
- give and receive feedback appropriately
- communicate and relate more effectively
- apply effective active listening techniques
- understand the process of communication
- gain self confidence when communicating
- appropriately select media of communication
- assess personal impact in terms of communication skills
- actively listen, showing empathy, respect, genuineness and congruence
- be able to effectively utilize their voice, words, appearance and behavior in interactions
- be equipped with the understanding and skills to project a positive self-image through communication and effect a positive result through communication

CONTENT

- A communication model
 - Definition
 - Modes
 - Medium
 - Process
- Background components that impact on communications
- Elements of communication
 - Words
 - Voice
 - Behavior
 - Active listening
 - The communication process
- Congruency
- Different people and different situations
 - Communication styles
 - Pressure situations
 - Difficult people
- Handling Feedback
 - Giving
 - Receiving
- Fixing damaged communications

Please note:

The content is geared to the level of the participants and is modularized so that any aspect of communication can be addressed and it can be easily linked with influencing, negotiating, interpersonal skills, performance management, and business writing.