

## **Effective Communication Skills**

### **Seminar Outline**

#### **► Overview:**

Quite simply, the workplace can be a far better place to be if you consciously sprinkle your communication with positive feedback. Good communication in the workplace is often sabotaged by too many unconfirmed assumptions. When people sense that their feelings and needs are valued – and heard – it immediately helps to reduce tension, aggression and hostility, opening the door for peaceful resolution.

The effective Communication Skills seminar is an interactive course designed to help participants understand the fundamentals of communication where we will review the communication loop, listening skills and the different types of communication: Verbal, Non-Verbal and Para-verbal.

#### **► Objectives:**

The seminar aim is to:

- Review and discuss the importance of effective communication.
- Evaluate your own listening skills.
- Identify and discuss the 10 keys to effective listening.
- Using a case study, discuss constructive and destructive outcomes for managing interpersonal communication.
- Learn how to restate negative sounding statements into positive ones to avoid escalation.
- Identify various communication styles using the Myers-Briggs Type Indicator and apply them to specific scenarios.
- Interpret verbal and nonverbal communication in others.
- Practice giving and receiving constructive feedback.

#### **► Who should attend:**

This course is designed for managers, executives and all other staff whose role requires them to interact or communicate effectively with others. This is a highly participative course, with content tailored to the needs of your organization.

#### **► Structure:**

12 hours to be carried out over 2 days including presentation, supporting documents, and interaction with highly experienced and qualified people from the field.

#### **► Contents:**

This course presents the principles and techniques of effective communication skills,



It covers:

- Definition of communication
- Key elements in communication
- Communication tools
- How we get and use information
- Nonverbal communication
- Applications of communication skills
- Oral Communication
  - Listening skills
  - Speaking skills - what to say and how to say it
  - Conflict, criticism, anger
  - Telephone skills
- Written Communication
  - Memos, letters, notes, reports
  - Faxes
  - Web sites
  - Email
- Nonverbal Communication
  - Behavior
  - Body language
  - Space
  - Attitude
- Communication with the Public
  - Public relations and how to use it
  - Customer service
  - Complaints
  - Summary
- Communication in the Workplace
  - Supervisors
  - Employees
  - Summary
- Communication with Your Governing Board
  - The Ten Commandments of Political Engineering
  - Speak the same language
  - Politics
  - Seek training
  - Be available, visible, informed, truthful
  - Report your accomplishments

Throughout the seminar there will be opportunities for questions, and where appropriate, case studies will be discussed.