

## Effective Interpersonal Communication

...smart ways to get your message across to others...

### About This Workshop...

The fundamental skill for all people in organizations is the ability to communicate in a way that helps others respond appropriately.

Effective interpersonal communication is dependent on clearly identifying:

- ◆ **What** is to be communicated...
- ◆ **Who** the target is...
- ◆ **Why** the target should listen...
- ◆ **How** the message is therefore best communicated...
- ◆ **When** to communicate.

### Objectives...

To help participants to:

- ◆ Understand what they need to communicate
- ◆ Think about who they need to communicate to
- ◆ Decide how to structure and deliver the communications so that the message is received and acted upon
- ◆ Use the right tools and skills they have developed immediately within their workplaces.

### Workshop Style...

This is a highly participative one day workshop designed for groups of 10-14 people with one experienced facilitator who ensures that all participant needs are fully met within the constraints of the workshop. The workshop uses

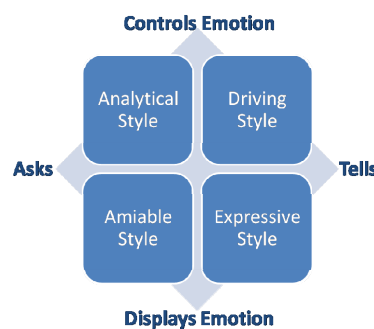
a selection of tools, practical tips and techniques to ensure participants are well equipped to meet their interpersonal communication needs.

Probably the most useful and accessible tool to assist with interpersonal communication development is the Myers Briggs Type Indicator (MBTI®). It is used in this workshop as a basic framework on which to build effective interpersonal communication.

The four workshop sessions are outlined below:

### Session 1...

- ◆ Communication ice-breaker exercise
- ◆ Stages of communication (Pacing, Inquiring, Identifying, Reviewing, Leading, Proposing, Closing)
- ◆ Social styles in communication



- ◆ Communication blockages and how to get through them
- ◆ Special aspects of face-to-face, telephone and e-mail communications
- ◆ Communicating with

decision makers

### Session 2...

- ◆ Complete MBTI
- ◆ Feedback on MBTI
- ◆ Applying MBTI to communication
- ◆ Practical exercises using MBTI
- ◆ Using the BOFF model to get others to take action

### Session 3...

- ◆ Using effective listening to enhance messages
- ◆ Intended meanings and received meanings
- ◆ Non-verbal aspects of communication and the 3 position tool
- ◆ Avoiding confusion when communicating
- ◆ Practical exercises
- ◆ Transactional Analysis tools to manage communication

### Session 4...

- ◆ Managing communication to peers, superiors and direct reports
- ◆ Practical exercises
- ◆ Communication in a global organization
- ◆ Cross-cultural factors in effective communication
- ◆ Practical interpersonal communication checklist
- ◆ Action planning
- ◆ Summary

For further information please contact us on: +44 207 863 8877

Kiddy International Ltd, Trafalgar House, 11/12 Waterloo Place, London, SW1Y 4AU, UK

✉ [ki@kiddyinternational.com](mailto:ki@kiddyinternational.com)