

Effective Communication

Outline

This workshop is all about developing your communication skills, establishing appropriate communication styles for each situation and using techniques to enhance your communication effectiveness.

Who Should Attend?

- ◆ Supervisors and line managers
- ◆ Functional managers
- ◆ People wanting to update their skills
- ◆ HR professionals
- ◆ Anyone who has to communicate within or outside your firm.

Participants Benefits

As participants you will benefit from gaining:

- ◆ An understanding of your own communication style and how it affects others
- ◆ The skills to get your message across effectively
- ◆ An enhanced ability to communicate effectively and "gain the edge" so that you can achieve your objectives
- ◆ An awareness of the techniques available and how and where to use them

Workshop Style

Our standard Effective Communication programme combines a significant amount of practical communication exercises with role plays, plenary discussions and group work.

Workshop Contents

The workshop covers the following topic areas:

- ◆ Successful communication and the barriers to achieving it
- ◆ Characteristics of an excellent communicator
- ◆ Methods of communication
- ◆ Building rapport and developing listening skills
- ◆ Perceptions and the impact we make on others
- ◆ Identifying individual styles
- ◆ Understanding your personal conflict style and managing conflict effectively
- ◆ Adapting to the styles of others
- ◆ Communication tips for e-mail
- ◆ Managing remote conference calls effectively
- ◆ Essentials of communication in presentations
- ◆ Managing good and bad news.
- ◆ Saying "no" positively.

- ◆ Elements of assertion
- ◆ Communicating within a global organisation
- ◆ Hints, tips and practical ideas around communication

Naturally we customize each workshop to meet the precise demands of each client organisation.

Participant Numbers

Our workshops are built around multiples of three participants. This gives participants the opportunity to learn from each other and their own experiences. The normal group size is 12.

Duration & Location

This is a one day workshop, 10.00 to 5.00, normally run at the client's premises.

Other Programmes

Some of our other programmes include:

- ◆ Positive Influencing
- ◆ Coaching
- ◆ Negotiating To Win
- ◆ Managing Dispersed Teams
- ◆ Managing Your Boss
- ◆ Team Building On Yachts