

Effective Communication - 1 Day Workshop

This workshop explores basic communication skills enabling delegates to improve their communication with others in the workplace. Exploration of effective and ineffective communication techniques, self analysis and an understanding of how communication works effectively will enable delegates to achieve greater results in the workplace.

Content

What is Communication?

- Communication Defined
- Effective and ineffective communication
- Overcoming barriers to effective communication

Getting Your message across

- Body language, tone and content explored
- Getting your thinking right to deliver a message effectively
- Handling negative feelings

Getting your language right

- The impact of positive, neutral and negative language
- Understanding Personal Styles

Question and Listening Skills

- How good a listener are you?
- Rapport
- How do you perceive the world?

Framework for an assertive message

- Structuring your communication for impact
- Applying to real life situations

Action Plan

- How will I apply this workshop in the workplace?

