

Effective Communication Skills (1 Day)

Objectives:

At the end of this communication skills virtual training course, participants will be able to:

- Communicate clearly and get their message across
- Encourage others to open up and speak freely with them!
- Communicate confidently with people at all levels!
- Cope with difficult communication situation

Module #1

Understanding Communication – A review of the learners' opinions of communication and exploring values around communication. Participants will be asked to look at the three main components of communication: verbal, paraverbal and non-verbal.

Communication Styles – Identifying communication styles and how preferences can influence the way we communicate. Understanding the pitfalls and barriers for each approach.

Module #2

Communication Attitude – Understanding the key characteristics of communication attitudes: aggressive, assertive, passive, and passive aggressive.

Communicate Confidently – Exploring why some people come across as confident communicators, while others fail. Understanding key communication strengths and when and how to use them.

Active Listening – Reviewing what active listening means and practicing useful techniques.

Clarifying and Questioning – Identifying questioning techniques that help to explore and clarify. Understanding the aim of different questioning approaches and how they should be applied to different scenarios.

Module #3

Non-Verbal communication – Defining what non-verbal communication is and how it affects the way our message is received. Knowing how to adapt our own non-verbal communication and identifying the message in others. An exploration of body language, hand gestures, facial movement, managing personal space and contact with others.

Getting Your Message Across – Ensuring your message is received effectively by delivering it in a structured way. Considering how people respond to your message and what they are really trying to get across. Adapting your message to suit the situation. How best to invite questions and feedback when you have delivered a message.

Module #4

Difficult Communication – What to do when communication is poorly received. How to manage the situation, manage criticism and work towards positive outcomes.

Putting it all into Practice – A look at three key areas of communication: How to Persuade and Influence Others, Giving Advice and Information, Giving Positive Feedback, and a chance to practice your skills.

NOTE: This virtual training course is interactive and full of relevant activities.