

Communication & Interpersonal Skills

Recommended duration – 1 day

Objective

Learn to communicate in a clear, concise and professional manner, to get what you want, to achieve the goals of your organisation and to stimulate a motivated and dynamic environment

Content

Communication and Interpersonal Skills

- What it means
- Why we so often get it wrong
- Barriers that prevent us from communicating and interacting effectively

Understanding the impact / consequences of our communication styles

- Our beliefs, perceptions and behavioural choices
- Our tone of voice, body language and words we use
- The rapport we gain or lose with others
- Team motivation

Communication tools in different environments

- Words – internet, e-mail, rapports, letters, proposals
- Verbal – telephone, open plan offices
- Body Language – presentations, meetings, interviews
- Listening, questioning and responding skills

Multi-cultural Communication

- Excusable and non-excusable behaviour
- Doing your homework

Interpersonal and Communication Skills

- Action Planning

The Trainers Promise

- To use minimal PowerPoint and maximum group exercises, discussion and experience
- To relax the group so they feel comfortable to learn and thoroughly enjoy the experience
- To use a variety of exercises including role-play, group work and case-studies
- The course will be conducted with approximately 70% exercises and 30% theory