

Communicating for Results

Course Summary

Description

The ability to communicate effectively at work and in life is perhaps the most critical skill for anyone. Those who have demonstrated an ability to effectively communicate are more likely to receive promotions and job offers.

Effective communication allows you to use all the other skills you have to the fullest. Your success in motivating, delegating, organizing, solving problems and obtaining information depends heavily on your ability to communicate with others. In this course you'll learn how to influence and inform through the use of real life examples, group discussions, role plays and interactive hands-on exercises.

Objectives

At the end of this course, students will be able to:

- Impact and influence all conversations you have through awareness and intention
- Understand your strengths in communication and maximize them to your benefit
- Be prepared to communicate with anyone in any situation
- Deliver effective feedback even in stressful situations
- Communicate professionally with all your communication tools – guarantee your effectiveness

Topics

- Self Assessment
- Best Communication Principles
- Communication Challenges
- Active Listening - The Critical Half of Communication
- Applying Communication Skills when Giving Feedback

Audience

This course is designed for anyone who would like to use effective communication techniques and proven methods to relate better to people, including managers, supervisors, team leaders, executive assistants and client service staff.

Duration

One day

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Course Outline

I. Self Assessment

- A. Are you sure you're being understood?
- B. Are you being clear?
- C. What about when you disagree?

II. Best Communication Principles

- A. Models of Communication
- B. Factors affecting communication
- C. Who says what to whom? (Sender, receiver, message and response)
- D. Preparing you message to be sent
- E. "The Medium is the Message" - Which do you choose?
- F. Communicating In Person
- G. Communicating over the Phone
- H. Communicating via E-mail

III. Communication Challenges

- A. Barriers to effective communication
- B. Communication breakdowns
- C. How to deal with receiver reactions
- D. Aggressive, Passive and Assertive
- E. How to be Assertive to get your message across

IV. Active Listening - The Critical Half of Communication

- A. Active Listening Self Assessment
- B. Intentional Listening and Responding
- C. Using Empathy
- D. Understanding, then being Understood
- E. Using Probing Questions
- F. Clarifying, Reflecting, Paraphrasing, Responding

V. Applying Communication Skills when Giving Feedback

- A. Guidelines for giving and receiving feedback
- B. Feedback models