



Communication & Interpersonal Skills

A 2 day programme



...the stuff that learning is made of



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Overview

This exciting and informative communication & interpersonal skills programme covers all aspects of verbal and non-verbal communication. It aims to develop interpersonal skills that are important in all aspects of people's lives at work and at home.

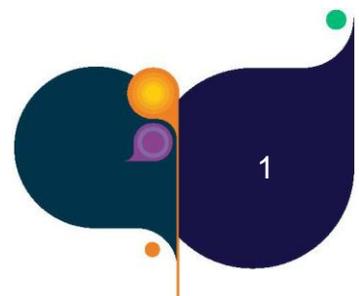
This is much more than a programme to improve how people talk to others, it provides a deeper understanding of the importance of communication, why and how people communicate (or don't communicate), and those skills and techniques that are adopted by the most successful and influential of people.

Who Should Attend?

Anyone who wants to improve skills in communication to be more effective at work and to create and maintain stronger relationships with others.

By the end of the programme participants will:

- Appreciate more fully how communication is so important and why it breaks down – often without those involved realising what exactly has happened or why
- Analyse communication channels and challenges in their own working lives
- Understand the different methods of communicating and know which is best in a wide variety of situations
- Understand that building rapport is an important part of establishing effective channels of communication
- Appreciate the send-receive communication model and the interference factors that cause messages to be misunderstood or misconstrued
- Be better skilled in seeking and giving information
- Be able to explain how individual's Ego State (Ref. Eric Berne) affect communication
- Know how to adapt behaviour and communication to reduce misunderstanding and reduce conflict and confrontation
- Have planned to put the learning into practice and to enhance relationships at work





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Programme Content

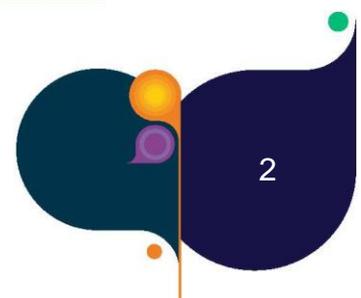
The two-day workshop content is flexible and can be amended to include specific scenarios, role-plays and activities relevant to your organisation and the delegates.

Day 1

- Intro: How do we communicate – channels and media
- The communication model
 - Identifying the communication process
 - Establishing the most effective communication skills
 - The impact of words, tonality and inflexion on delivery
 - Body language reading and using it to enhance communication
- Re-Framing – Definition & Benefits
- The Human Mind: Conscious & Un-Conscious
 - Imagination Vs. Reality (the power of imagination)
- Practical exercises
- Reflection and planning
- Summary

Day 2

- Developing Relationships
 - Building rapport
 - Using effective listening skills
 - The benefits of different types of question
 - Controlling a conversation using questions
 - Listening in depth
- Improving Relationships
 - The two governing forces: Values & Beliefs
 - Altering behaviour through belief change
 - Recognising & minimising causes of conflict
 - How to manage conflict situations effectively
- Applying positive communication principles to emails and documents
- Dealing with difficult people and situations – practical exercises
- Summary of the programme
- Reflection and personal action plans
- Course close





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Programme Style

The style of this intensive programme is to engage and to build knowledge and skills with minimal lecture and maximum interaction. We aim to leave people feeling inspired and to make a real difference to your organisation. Activities include:

- Input, guidance and facilitation by the trainer
- Group discussion and debate
- Sharing of experiences
- Individual and group exercises working on organisational-specific change plans
- Observation of activities and feedback
- Time for reflection and planning

Important Stuff

Firstly, we're flexible!

We pride ourselves on being able to tailor our approach to different clients, colleagues and situations. Not in a fickle, chameleon kind of way, just in a way that ensures the best results for all the unique people and organisations we work with. If you have any special requests then let us know and we'll explore all your options with you.

The Whens

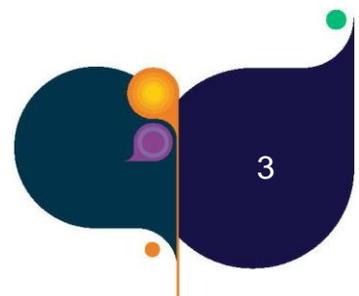
The recommended duration for this programme is 2 days and availability depending, it can be delivered on dates of your choice. Timings are to suit, usually with a morning and afternoon tea break and lunch in the middle.

The Wheres

We come to you to save delegates travelling to us. When you've decided where the training will be held, all you need to do is let us know the address.

The Whos

Your project manager will hand-pick a training specialist from the team to make sure that their style, approach and industry knowledge is matched with both your organisation and the delegate audience. Each programme can accommodate 4-15 delegates. If your group is smaller or larger, then just ask for details of one-to-one coaching or large learning events.





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The Whats

All delegates receive everything they need for the training on the day, including workbooks, handouts, props and pens. They can also receive a personalised certificate of attendance in a presentation wallet, which will be issued following the programme.



And we've saved the best until last...

Unfortunately we can't perch on the shoulders of delegates and coach them through the weeks that follow their training. But through MyTrack membership, we can equip them with the tools to help make sure the learning is transferred to their day-to-day roles.

Benefits include:

- Access to their trainer to ask questions, share successes or discuss challenges
- Downloadable programme materials
- Further reading
- No 'use by date'

