

# COMMUNICATE! LEARN POWERFUL COMMUNICATION SKILLS TO CONNECT AND TO INFLUENCE – PEOPLE (1 DAY)

**INTRODUCTION:**

# Communication is at the heart of everything we do in business, yet poor communication is a huge problem for business and individuals - causing low morale, poor performance and high staff turnover.

# Success in people management depends on your ability to communicate effectively. This course shares with you the practical understanding of the skills, concepts and structures that are important for building working, and business relationships.

**HOW WILL YOU BENEFIT:**

Upon completion of this training, the participant will be able to:

* Understand the process of communication in handling people
* Create positive working relationship – using different communication styles
* Use your knowledge of the communication process to make orders and instructions more acceptable to people
* Project positive nonverbal communication
* Be an active listener
* Modify your communication style to suit the other person when you motivate, compliment, counsel, correct and delegate

**KEY CONTENTS :**

**Module 1 - Lay Firm Foundations**

* Take Responsibility
  + What you say and How you say it
* Watch your Facts
  + Distinguish your facts from opinions and assertions
* Listen Actively
  + Focus on speaker’s message with Prejudging
* Ask Effective Questions
  + Powerful questions: open-ended, thought-provoking, or probing
* Pick your Words carefully
  + Need to Understand and be Understood

Practice Exercise – Learning Game

**Module 2 - Look Out– Body Basics**

* What are you Saying with your Body
  + Match your Words –Tone - Body Language
* Avoid becoming a ‘Space Invader’
  + Invisible Zones of Personal Space
* Your Handshake tells on You
  + Pointers to the perfect handshake
  + If a handshake is not your ‘thing’ – What then?
* Use Eye Contact carefully
  + Avoid appearing too Dominant
* Open and Closed Body Language Signals
  + Signs of positive, open lines
  + Signs of disengagement
* Body Language – Power and Authority
  + Four ‘S’s

Practice Exercise – Learning Game

**Module 3 - Communication Inside A Team**

* Be Aware of Dynamics
  + Players’ Positions
* Show Appreciation
  + Listening – Attention – Praise
* Give Constructive Feedback
  + The Sandwich model
* Be a Coach
  + Use communication as a learning tool.

Practice Exercise – Learning Game

**Module 4 - Dealing At A Distance**

* On the Phone
  + Create a positive image over the phone
  + Observe phone etiquette
* Use Emails Thriftily
  + Inboxes are getting fuller
  + You write because you have got something to say
  + Don’t use emails as avoidance

Practice Exercise

**Module 5 - Communicating In Difficult Situations**

* Move from conflict and disagreement to building strong relationships
  + Choice of approach in resolving conflicts at work
  + Say “No” politely
  + Control your emotions
  + Challenge Bad Behavior not the Person
  + Negotiation skills to resolve difficulties

Practice Exercise – Learning Game

**WHO SHOULD ATTEND:**

This program is suitable for managers and executives. If you want to learn the advanced skills you need to inspire, persuade, lead and motivate every audience you speak to, then this course is for you.

**METHODOLOGY**

The trainer uses a wide range of practical, enjoyable, tried and tested approaches to bring out the best in you. You'll find your learning highly interactive, supportive and fun.