

Communicocation Skills Workshop

Introduction

This workshop is a combination of exercises, discussion, diagnosis and input which will enable participants to reflect on their personal styles and help indicate the communication approach of the whole team. It is focused on personal / face to face verbal communication rather than on written communications.

Training Objectives

This one-day training course is aimed at exploring how we communicate and the impact this has on our working situations. Upon completion of the course delegates will understand and be able to apply:

- > Describe the elements of effective communication.
- > Identify their own style and preferences in relation to communication.
- > Consider different styles of communication to suit different situations and audiences.
- > Use non-verbal communication to enhance their communication with others
- > Utilise active listening skills
- > Select appropriate exploring techniques
- > Develop a personal plan for improving communication

Outline Flow

This one-day workshop covers

- > What do we mean by communication?
- > Key elements of communication, including physical signs
- > Mixed messages - individual and team preferences in communication (includes a short diagnostic to be completed and returned for scoring beforehand)
- > Major approaches in communicating
 - + transactional analysis
 - + behavioural styles
- > Critical skills – listening, exploring, and building rapport
- > Personal development planning – for me and my team

Who should attend?

The course is for executives and managers who want to improve their and their teams communication skills.

Duration

This 1 day course is available as an in-house course for a maximum of 15 delegates.

Coaching

We can provide follow up coaching for individuals to help them develop their communication skills and techniques in the everyday environment.

Bookings

Please contact Denis Mahoney at Business Transformation (Training and Coaching) on 01903 784783 or 07766 333294 or be email at denis.mahoney@business-transform.co.uk to discuss your requirements.