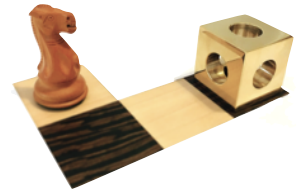


beyond the board training

Course Factsheet C3



Effective Communication



It seems so simple: say what you mean. Yet communication is rarely just an exchange of information; it is often about understanding the emotions and intentions behind that information.

Developing effective communication and listening skills deepens our connections to others and enables you to communicate difficult messages without creating conflict or destroying trust.

Prerequisites

The course is appropriate for employees of all levels.

Outcomes

As a result of this course the participants will:

- Acquire an understanding of the overall process of communication
- Acquire confidence, connection and credibility with others
- Strengthen professional relationships
- Recognise the importance of non-verbal cues (including body language)
- Recognise the importance of active listening
- Keep emotions in check in order to communicate effectively
- Be able to express what they think, feel and want in a clear and non-defensive way

Syllabus

- Overview of the communication process: How and why we communicate?
- The components of communication process:
 - Verbal
 - Non-verbal
 - Paraverbal
- The goals of communication
- Communication barriers – causes of communication breakdowns
- Body language and how to improve the non-verbal communication
- The art of listening and seeking clarification to ensure understanding
- Using good communication skills in handling unpleasant or difficult situations including those of conflict
- Asking effective questions and requesting additional information
- How to overcome communication anxiety
- The trouble with email – using the tool to compose email messages that are clear yet courteous.
- Personal action plan to improve communication skills.
- Recap
- Q & A Session

COURSE LENGTH:	4 HOURS
MAXIMUM CLASS SIZE:	12 PEOPLE