

Communicating Effectively

For all employees - modified workshop for managers/supervisors | 1 day

Participants will have developed the skills to be more effective in communicating and writing to other people, particularly within the workplace. Objectives and content can be modified to suit client/participant needs.

Objectives

On completion of the training, participants will be able to:

- identify their own strengths and weaknesses in communication
- minimise oral communication “roadblocks” they may be employing
- demonstrate skills in active listening and two-way communication
- apply communication skills in negotiation and conflict situations
- write effectively, with writing style and content matching the needs of the target audience

Key Content

- Communication in today’s world: challenges and necessities
- Types of communication and their relevance to different situations
- Communication self-appraisal questionnaire
- Experiential exercises in oral communication
- Communication roadblocks
- Active listening and oral communication skills
- Communication in negotiation and conflict situations
- Non-verbal communication
- Writing effectively
- Skills practice
- Action Plan

Comments by Participants

- Very refreshing
- All sessions were beneficial
- Very well presented
- Excellent workshop
- Listening segment and assertiveness skills were very helpful
- This will help me to deal with difficult customers