

Communication Skills

Good communication skills are important in life. We all need to communicate, and if we communicate effectively, we will achieve our desired outcomes.

This one-day course, which uses some Neuro Linguistic Programming (NLP) techniques, will help people improve their interactions with other people in the workplace and at home. They will gain an understanding of how people communicate and why they communicate the way they do. The workshop is highly interactive with various activities, which allows people to practice the techniques covered during the day.

Programme Content

What is Communication

- Definition of effective communication

Communication Breakdown

- Where does communication break down?

Why does communication breakdown?

- Barriers to communication

What happens when people communicate?

- Communication Model
- Communication Styles
- Communicating with other styles
- Being assertive
- Intonation
- Body language
- Active listening
- Questioning
- Eye patterns

Building Rapport

- What is rapport?
- How to build rapport

Feedback

- Johari window
- Giving feedback
- Receiving feedback

Action Plan

- Implementation of learning

Learning Outcomes

At the end of this course participants will:

- Have strategies that they can use to improve their interaction with others.
- Be aware of what barriers affect communication.
- Be able to communicate clearly and effectively and as a result improve their relationships both at work and at home.
- Have an understanding of their preferred communication style and be able to adapt to different communication styles.
- Be able to deal with situations assertively.
- Be aware of their body language and the impact it has on their communication.
- Know how to build rapport with others.
- Understand the importance of effective communication and feedback in a team environment.

Duration:

1 Day

9am – 4pm

Customisation

Through Kroon Training Services all training will be customised, so they are timely and relevant for the participants and “real” learning takes place.

For more information about your specific requirements, please contact



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