

Effective communication

How to influence the thoughts and behaviours of others

The greatest challenge to effective communication in the workplace is at the inter-personal level.

This interactive one-day program develops vital competencies for more effective interactions with others. Participants examine their current skills in this area, learn powerful approaches to workplace interaction and communication, and practice their new skills with other participants.

Recommended for

Everyone who wants to improve their communication and how they engage with and influence others.

Purpose of the program

Participants will leave this program more confident in their capacity to get their message across and to more powerfully influence the thoughts and behaviours of others and events in the workplace.

Program content

- The dynamics of interpersonal and communication skills
- Active listening and effective questioning techniques
- Three different communication styles – a comparison
- Communication flow and barriers to effective communication
- Effective requests
- Giving and receiving feedback
- The personal action plan

Learning outcomes

By the end of this program participants will have:

- Analysed the dynamics of interpersonal and communication skills
- Observed and practised active listening and effective questioning techniques
- Compared and practised different communication styles

- Examined communication flow and barriers and worked through the causes of upsets and formulated responses
- Compared aggressive, submissive and assertive practices
- Practised making effective requests
- Practiced giving and receiving feedback
- Committed to a personal action plan

Master the skills

This is a highly interactive and practical program. In the workshop, participants will practice different communication styles and modify their approach according to the situation, the nature of the person or people and their motivation.

Discover it, learn it, practise it, make it your own
then do it for real!

Create your innovative workplace:

- Two-hour creativity taster for your team
- Half day and full day creativity and innovation workshops for workplaces
- Innovation leadership development
- Key note presentations and breakout workshops
- Innovation consulting – create an innovation culture in your organisation

Results through **INNOVATION**