

GETTING THROUGH: POWERFUL COMMUNICATION TECHNIQUES

Nothing can be achieved at work without gaining the commitment and cooperation of others. In this fun and interactive workshop participants will learn how to get their message across, how to plan for difficult encounters, and how to motivate and influence others. This seminar focuses on real life skills that can be implemented immediately.

OBJECTIVES

At the end of this course, participants should be able to:

1. minimise mistakes that result from poor communication
2. identify the four elements of Emotional Intelligence
3. use active listening skills to enhance communication
4. work in a team with others who might think differently from themselves
5. use the skills of influence to achieve better outcomes
6. delegate tasks effectively
7. manage conflict in a way that builds (and doesn't destroy) work relationships.

KEY TOPICS:

- ✓ What can go wrong: avoiding communication errors
- ✓ Emotional Intelligence: how important is it to your career?
- ✓ How listening actively can enhance communication
- ✓ Cialdini's *6 Skills of Communication*
- ✓ DISC communication styles, and how to approach each of them
- ✓ Delegating effectively
- ✓ Conflict management.

APPROACH

Fun and highly interactive with multiple opportunities for skill practice. Small group discussion, self-assessment quizzes, and role-play are at the heart of this learning experience.

LENGTH: One day