

Communication Skills

What you will learn...

- Identify and work successfully with different communication styles
- Develop and practice skills that manage breakdowns more effectively
- Identify strategies for effectively managing internal dialogue.
- Develop and practice strategies for being assertive in conflict situations
- Give and receive effective and appropriate feedback.

Relating not Relaying

- The domain of interpersonal communication
- What works and doesn't work

Creating Communication

- Different communication styles
- The flow of a communication
- Framing
- End Framing

Ladder of Inference

- Understanding the ladder on inference
- How we use the ladder in our lives
- Reality checking
- Climbing back down the ladder

From Upset to Opportunity

- Discovering the causes of upset
- Choosing an appropriate response
- Changing upset into opportunity using the idea model

Managing Conflict through Assertiveness

- Aggressive, submissive or assertive?
- Ten steps to being assertiveness
- Managing aggressive behaviour

The Gift of Feedback

- The Johari Window
- ABCD's of giving feedback
- Feedback from pre-course work
- ABCD's of receiving feedback
- Practicing feedback

Language of Effective Action

- Making effective requests
- Promising
- Counter-offering
- Renegotiating
- Completion

What's Next

- Action planning
- Setting projects to complete in the workplace

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Learning Solutions

Duration:

1 day course

Audience:

This course is valuable for those who want to strengthen their communication skills and enhance their ability to interact confidently with others.

Prerequisite Skills:

This course does not require prior experience or training

Inclusions:

- » Comprehensive, step-by-step Training manual
- » Lunch & Refreshments
- » Free email support

