

EFFECTIVE COMMUNICATION SKILLS (REF:OTSECS001)

Duration: 3 DAYS



OVERVIEW

Communication allows us to influence our environment. The type of information that is given or received will depend on where we are and who we are with. During each day we communicate with many different people and different situations.

The ability to communicate clearly in a professional manner is a key competency, Employees need the ability to capture the audience's attention, listen effectively and actively engage and support teams and teamwork. Effective communication helps us to focus on resolving conflicts, and actively ask for and incorporate feedback where appropriate. Communication helps us to express our thoughts and needs, and it allows us to work effectively and interact with other people.

Understanding our own ability and behavior when we communicate helps us to be more aware that the people we live with, work with and come into contact with each day are also sending communication to us. This understanding will also help each of us to communicate more clearly what we want to say.

OBJECTIVES

By the end of this course successful participants will be able to:

- Communicate verbally with clarity, confidence and sensitivity
- Listen actively
- Use appropriate questioning techniques
- Communicate effectively in meetings and over the phone
- Write clear, concise and professional business messages
- Interpret and manage body language and emotions
- Adapt their communication style for different people and situations
- Use communication tools to influence and persuade

TRAINING TECHNIQUES

A variety of training techniques will be used including:

- Experiential learning
- Case studies
- Group learning and discussion
- Individual challenges
- Collaborative and competitive tasks
- Training videos
- Role plays and simulations

RESOURCES

Participants will each receive the following materials:

- Course workbook
- Recommended resources
- Handouts
- Document templates
- Access to online resources for further practice and review
- Checklists

COURSE CONTENT

What is effective communication?

- The communication process
- Roles of the sender and receiver

Non-verbal communication

- Body language signals



- Barriers to communication
- Overcoming the barriers
- The role of perceptions
- Ladders of inference

Communication styles

- Communication styles and preferences
 - Visual
 - Auditory
 - Kinaesthetic
- Recognising styles
- Adapting your style for effective communication

Verbal communication

- Active questioning skills
- Active listening skills
- Tone and word choice
- Getting your point of view across – in conversation or to a group
- Checking understanding
- Building rapport – sounding friendly and confident
- Speaking clearly – speed, articulation, sentence structure, reinforcing the main points
- Telephone etiquette
- Giving and receiving feedback

Different behaviors

- Aggressive
- Passive
- Assertive
- Becoming more assertive
- Building confidence
- Johari's window

- Interpreting body language
- Managing body language

Communicating in meetings

- Presenting yourself professionally
- Using dialogue

Social styles

- Social styles inventory
 - Expressive
 - Amiable
 - Driver
 - Analytical
- Recognising styles
- Flexing and adapting

Principles of written communication

- Structuring the communication
- Getting the main points across
- Accuracy and style
- Email etiquette

