

## **“MAKING COMMUNICATIONS WORK FOR YOU”**

DURATION: 2 DAYS

TIME SCHEDULE

Time: 9:00am to 5:00pm

Lunch Break: 1:00pm to 2:00pm



### **INTRODUCTION**

Many surveys have indicated that communication skills and the ability to work with others, are the main factors contributing to job success. In spite of the increasing importance placed on communication skills, many individuals continue to struggle with this, unable to verbally communicate their thoughts and ideas effectively. This inability makes it nearly impossible for them to compete effectively at the workplace, and this stands in the way of their career progression.

This 2-day learning programme on ***“Making Communications Work For You”*** is designed to improve the participants’ interpersonal communication skills and develop new skills to become a more effective communicator. Interpersonal communication applies to all our relationships - both personally and professionally. It is equally important to realise that others respect or reject us based on our interpersonal communication skills.

This learning programme is a journey that begins by exploring the dynamics and techniques of effective interpersonal communication, moving on to the subtle nuances of perception and finally to the full impact of connection when presenting and building relationships.

### **BENEFITS**

At the end of the programme, participants are expected to be able to do the following:

- Identify the basic communication principles and apply a communication process model.
- Set clear goals for their communication.
- Determine their communication outcomes and results.
- Listen for improved understanding and achieve genuine communication.
- Match their body language to the message.
- Work constructively with their emotions.
- Manage their verbal communication more effectively.

### **KEY CONTENT**

#### **Day 1**

##### **MODULE 1: KNOWING WHERE WE ARE**

- Assessing Communication Competence
- Communication Skills Self-Assessment Exercise

##### **MODULE 2: SETTING CLEAR GOALS FOR COMMUNICATION**

- Getting the Right Messages Across in the Right Way

**MODULE 3: THE COMMUNICATION CYCLE**

- Understanding the 6-Step Communication Cycle
- Applying the 6-Step Communication Cycle

**MODULE 4: THE CHECKLIST FOR CLEAR COMMUNICATION**

- The 7Cs of Communication

**MODULE 5: COMMUNICATING IN PERSON**

- Making Great First Impressions
- How Body Language Impacts the Communication
- Learning to Communicate Clearly with Mehrabian's Communication Model
- Using Assertive Communication Techniques

**Day 2****MODULE 6: THE ART OF GIVING AND RECEIVING FEEDBACK**

- Giving Feedback
- Receiving Feedback
- Using the Feedback Matrix

**MODULE 7: LISTENING FOR IMPROVED UNDERSTANDING**

- Becoming an Active Listener

**MODULE 8: HANDLING DIFFICULT COMMUNICATION SITUATIONS**

- Preparing for Difficult Conversations
- Conflict Resolution - The Process & Its Application

**AUDIENCE**

Support Staff, Executives and Managers

**METHODOLOGY**

Lectures, discussions, role plays, videos, games, indoor group dynamics, presentations and personal sharings