

## **COMMUNICATION & INTERPERSONAL SKILLS**

The program focuses on effective communication, how to get the message across, the purpose of communication, listening styles, barriers to communication, communication styles, body language, cross cultural communication and strategies to improve communication.

### **Introduction**

- Self-assessment questionnaire – Setting the stage – Perceptual Differences
- Self-assessment questionnaire – What is your communication style?
- Workshop: Strengths & needs

### **The basic communication model**

- Elements of communication
- The effective message – The Four Steps
- Workshop: Identifying, preparing & delivering the message

### **Effective Listening**

- Effective listening
- Self-assessment questionnaire: Listening Self-Inventory
- Workshop: Strengths & needs
- Active listening techniques

### **Principles of Nonverbal Communication**

- Why study body language?
- Reading the other person's body language
- Workshop: What our body language says
- Gender & Cultural differences

### **Written Communication**

- Which medium should I use to get my message across?
- Emails, letter & memos – Begin with the end in mind.

### **Goals to improve communication**

- Workshop: Putting it all together
- Self-assessment: How good am I at sending a message?
- Setting goal & timelines
- Measuring feedback & success

**Facilitation: 1 x day (1 Gold Seal Special Industry Course (SIC) Point)**