

Communication Skills: Results through Collaboration - 3 Days

Course 292 Overview

- You Will Learn How To**
- Achieve results in your communications with others
 - Build collaborative relationships that emphasize trust and respect
 - Communicate effectively using simple, concise and direct language
 - Enhance your active listening skills to anticipate and avoid common misunderstandings
 - Foster cross-cultural understanding in your workplace
 - Eliminate the roadblocks that undermine your ability to communicate effectively

Course Benefits Communication skills are an essential element every employee and manager must have as part of their standard toolset. In this course, through interactive workshops, self-assessments, role-playing activities and video simulations, you gain practical experience initiating and responding to various forms of communication. You learn to handle situations based on a flexible, genuine and self-confident approach. You also gain the skills to collaborate with others and hone your communications toolkit.

Who Should Attend Those looking to strengthen their communication and collaboration skills and work confidently with others.

RealityPlus™ Activities throughout this course immerse you in an ongoing simulation, including a media-rich experiential learning environment that allows you to practise the communication techniques, tools and strategies presented. Activities include:

- Experiencing the difference between one-way and two-way communication
- Defining your communication style
- Demonstrating active listening skills
- Dealing with challenging emotions through video scenarios
- Revealing personal filters with simulation games
- Overcoming cross-cultural barriers through case studies and role-playing
- Assessing your relationship with others
- Generating checklists to enhance your performance back on the job

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Course 292 Outline

Building a Foundation

- Adopting simple, concise and direct language
- Recognising perceptual filters that hinder communication
- Identifying basic communication principles
- Applying a communication process model

Setting Clear Goals for Your Communication

Determining outcomes and results

- Soliciting feedback
- Matching intentions and results

Initiating communications

- Figuring out what to say and the best way to say it
- Paying attention to verbal and nonverbal cues

Avoiding Communication Breakdowns

Creating value in your conversations

- Strengthening your relationships
- Distinguishing value from waste

Taking personal responsibility

- Recognising your role in creating successful communications
- Identifying internal and external factors that impact your communications
- Establishing message feedback
- Communicating nondefensively

Translating across Communication Styles

Identifying the four communication styles

- Recognising your style and the style of others
- Strengths and blindspots of each style

Bridging communication styles

- Adapting your own approach to close communication gaps
- Being flexible without compromising your identity

Listening for Improved Understanding

Tools for active listening

- Asking clarifying questions
- Confirming the message
- Demonstrating respect, empathy and sensitivity
- Listening for the entire message

Interpreting nonverbal cues

- Intonation
- Rate of speech

- Volume
- Gestures
- Facial expressions
- Posture
- Use of space
- Dress
- Eye contact

Achieving Genuine Communication

Creating openness

- Determining when to speak up and when not to
- Identifying appropriate degrees of disclosure
- Establishing value and trust

Working with a three-dimensional model of behaviour

- Identifying how you interact with others and how to make improvements
- Calibrating the variance between what you want and what you express

Matching your body language to your message

- Enhancing your message to gain your intended results
- Creating believable and credible messages
- Ensuring that your attitude supports rather than hinders communication
- Speaking through silence

Cross-Cultural Communication

Navigating beyond cultural boundaries

- Developing greater sensitivity to cultural differences
- Avoiding potential cross-cultural pitfalls

Working with filters and assumptions

- Raising your awareness to avoid misunderstandings
- Uncovering hidden assumptions
- Recognising filters in yourself and others

Working Constructively with Emotions

Dealing with anger

- Overcoming personal challenges
- Expressing your anger constructively
- Minimising defensive reactions in others

Managing emotionally-charged situations

- Defusing an emotional situation while maintaining your composure
- Taking responsibility for your emotions