

COMMUNICATING FOR SUCCESS : **Effective Communication Skills for Higher Productivity**

Key focus

1. Develop better communication skills to become more influential and effective
2. Build communication skills to handle conflicts and resolve them
3. Be able to communicate with and cope with difficult people
4. Understand human behaviour as a basis to improve communication
5. Understand the basic principles of communication
6. Understand the key barriers to communication and learn how to overcome them
7. Develop persuasive skills through effective communication

Who will benefit

This program has been specially designed to anyone who wants to meet the requirements of individuals who need to acquire interpersonal and communication skills to improve performance in the workplace.

Take The Next Step

Day one

1. UNDERSTANDING PEOPLE: THE BASIS FOR EFFECTIVE COMMUNICATION

- ▶ Returning To The Basics – understanding human behaviour
- ▶ Understanding the Basic Needs of People
- ▶ How to Inspire and Motivate Others
- ▶ Determining the Appropriate Channels of Communication
- ▶ Role Play: How to Get People to Pay Attention to You

0900-1030

Morning Tea Break

1030-1045

2. COMMUNICATING TO IMPROVE RELATIONSHIPS

- ▶ Building Rapport with Others
- ▶ Using Sincere Praise in Building Relationships
- ▶ How to Use Influence to Win Over Others
- ▶ How to Use the Win-Win Negotiating Strategy
- ▶ Class Exercise: Liking Others and Getting Others to Like Us

1045-1300

Lunch

1300-1400

3. COMMUNICATING WITH DIFFICULT PEOPLE

- ▶ Understanding What Makes People Difficult
- ▶ Overcoming Resistance of Others

1400-1530

Afternoon Tea Break

1530-1545

- ▶ Handling Conflict Effectively
- ▶ Resolving Conflict in the Workplace
- ▶ Role Play: Handling Difficult People in Action

1545-1700

Take The Next Step

Day two

4. EFFECTIVE SPEAKING AND WRITING

- ▶ Principles Of Effective Writing – internal and external memos
- ▶ How to Use Persuasive Writing to Get Results
- ▶ Principles of Effective Speaking
- ▶ How to Use Persuasive Speaking To Get Results
- ▶ Public Speaking In Action

0900-1030

Morning Tea Break

1030-1045

5. FUNDAMENTALS OF EFFECTIVE COMMUNICATION

- ▶ Understanding Your Target Audience
- ▶ Basic Principles of Communication
- ▶ How to Overcome Barriers in Communication
- ▶ The Verbal and Non-Verbal Aspects of Communication
- ▶ Class Exercise: Understanding the People You Are Communicating With

1045-1300

Lunch

1300-1400

6. COMMUNICATION FOR RESULTS

- ▶ The Art of Questioning
- ▶ Handling Tough Questions

1400-1530

Afternoon Tea Break

1530-1545

- ▶ The Art of Effective Delegation
- ▶ How to Give and Receive Feedback Effectively
- ▶ Role Play: Handling Impromptu Questions

1545-1700

Take The Next Step