



COMMUNICATION SKILLS:

Results through Collaboration

Course Introduction:

Communication skills are an essential element every employee and manager must have as part of their standard tool set. No matter the job or the role in an organization, professionals must be able to speak clearly and listen well to establish effective collaborative relationships and to align personal and organizational goals to get the job done.

Through interactive workshops, self-assessments, role-playing activities and video simulations, you gain practical experience initiating and responding to communications with a flexible, authentic and self-confident approach. You also gain the skills to collaborate with others and hone your communications toolkit.

Course Objectives:

- 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
- Foster cross-cultural understanding in your workplace
- Eliminate the roadblocks that undermine your ability to communicate effectively

Who Should Attend?

This course is valuable for those who want to strengthen their communication skills and enhance their ability to interact confidently with others.

Activities throughout this course immerse you in an ongoing simulation including a media-rich experiential learning environment that allows you to practice 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 plays
- Generating checklists and job aids to enhance your performance back on the job

Course Outline:

BUILDING A FOUNDATION

- Adopting simple, concise and direct language
- Recognizing perceptual filters that hinder communication
- Identifying basic communication principles

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

- Increasing the value of your communications
- Improving the strength of your relationships
- Creating value in your conversations
- Taking personal responsibility
- Recognizing your role in creating successful communications
- Identifying internal and external factors that impact your communications

TRANSLATING ACROSS COMMUNICATION STYLES

- Identifying the four communication styles
- Recognizing your style and the style of others
- Strengths and blindspots of each style
- Bridging communication styles
- Adapting your own approach to close communication gap
- 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 AUTHENTIC COMMUNICATION

- Creating openness
- Determining when to speak up and when not to
- Identifying appropriate degrees of disclosure
- Establishing value and trust
- Working with the three dimensions of behavior
- Interpreting your patterns of interpersonal behavior and expectations
- 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 assumptions

WORKING CONSTRUCTIVELY WITH EMOTIONS

- Dealing with anger
- Overcoming personal challenges
- Expressing your anger constructively
- Managing emotionally charged situations
- Defusing an emotional situation while maintaining your composure
- Taking responsibility for your emotions

Course Methodology:

A variety of methodologies will be used during the course that includes:

- (30%) Based on Case Studies
- (30%) Techniques
- (30%) Role Play
- (10%) Concepts
- Pre-test and Post-test
- Variety of Learning Methods
- Lectures
- Case Studies and Self Questionnaires
- Group Work

Course Fees:

To be advice as per course location. This rate includes participant's manual, Hands-Outs, buffet lunch, coffee/tea on arrival, morning & afternoon of each day.

Course Certificate:

International Center for Training & Development (ICTD) will award an internationally recognized certificate(s) for each delegate on completion of training.

Course Timings:

Daily Course Timings:

08:00 - 08:20	Morning Coffee / Tea
08:20 - 10:00	First Session
10:00 - 10:20	Coffee / Tea / Snacks
10:20 - 12:20	Second Session
12:20 - 13:30	Lunch Break & Prayer Break
13:30 - 15:00	Last Session