



HIGH IMPACT Communication Skills

Course Introduction:

This communications skills training course helps people communicate appropriately and clearly in any situation. This is a great course for everyone as the benefits can have a positive effect on every aspect of your life.

Learn to understand how you communicate, how others communicate and how to adjust your communication style to meet their needs. Discover how effective communication is greatly improved by understanding communication preferences based on personality type and learn how to overcome some common obstacles to effective communication.

This interpersonal Communication Skills training course will ensure that your colleagues, friends and family will receive your message clearly, which should improve your workplace relationships as well as your personal relationships in general. If you have never completed a communications course of this type, you are missing out on understanding some of the most fundamental concepts that will have a profound effect on your success in the workplace and life in general.

Course Objectives:

In this course, participants will:

- Gain insight into their personality type and communication preferences by using our proprietary profiling tool
- Learn to recognise other people's personality types and communication preferences
- Learn to adjust your own communication approach based on need and situation
- Understand barriers to effective communication and how to overcome them
- Learn how to effectively utilise pitch, tone and speed
- Master the S.T.A.R. method for speaking on the spot
- Learn to use and read body language appropriately
- Learn how to listen more actively and effectively
- Gain valuable insights by asking open-ended questions
- Become a more effective communicator through the use and application of practical tools

Who Should Attend?

Employees, supervisors, middle managers and senior managers seeking to take their communication skills to the next level by developing advanced communication techniques and strategies.

Course Outline:

Getting Started

- Pre-Assignment Review
- Workshop Objectives

Defining Effective Communication

- Communication Overview: Definition and Characteristics
- Evolution of Communication
- Communicating for Results
- Understanding Elements of Communication
- The Element of Noise
- Mehrabian's 55-38-7 Rule
- Overcoming Communication Anxiety and Other Obstacles
- An Overview of Common Barriers
- Language Barriers
- Cultural Barriers
- Differences in Time and Place

The Art of Listening

- Effective Listening and Paraphrasing Techniques
- Understanding Different Listening Styles: Active versus Passive Styles
- Improving the Information Recall Rate
- Assessing Personal Listening Profiles

Internal Listening Filters

- Sensory Input Channels
- Internal Filter Systems: the 6 Layers
- 6 Listening Meta Programs
- Avoiding the Loss of Information

Advanced Assertiveness Skills

- Understanding Assertiveness: Definition and Values
- Components of Passive, Assertive and Aggressive Styles
- Assertiveness Rights and Responsibilities
- Managing Criticism Assertively

The Power of Influence and Persuasion

- Definition and Characteristics of Influence
- 6 Principles of Persuasion: How to Apply Them
- Bases and Sources of Power
- Dealing with Difficult People Using Persuasion

Non-Verbal Communication

- Understanding the Mehrabian Study
- All About Body Language
- Interpreting Gestures

Active Listening Skills

- Seven Ways to Listen Better Today
- Understanding Active Listening
- Sending Good Signals to Others

Appreciative Inquiry

- The Purpose of AI
- The Four Stages
- Examples and Case Studies

Conversational Psychology

- Understanding Precipitating Factors
- Establishing Common Ground
- Using "I" Messages

The LDP - Communication Evolution Tool

- Communication Styles
- Step 1: Identify your Style
- Activity: Increase your awareness and adaptability
- Step 2: Adapt your Approach

Para verbal Communication Skills

- The Power of Pitch
- The Truth about Tone
- The Strength of Speed

Speaking Like a STAR

- S = Situation
- T = Task
- A = Action
- R = Result
- Summary

Asking Good Questions

- Open Questions
- Closed Questions
- Probing Questions

Mastering the Art of Conversation

- Level One: Discussing General Topics.
- Level Two: Sharing Ideas and Perspectives
- Level Three: Sharing Personal Experiences
- Our Top Networking Tips

Wrapping Up

- Words from the Wise
- Action Plans and Evaluations

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

