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Effective Communication Skills

No longer neglected...soft skills, the key to success

Abstract

In today's world, technical skills alone do not guarantee success. Organisations are made of people, and people run projects. To effectively communicate, motivate and negotiate to get the job done, it is the soft skills that are the key to success. This course focuses on important elements of communication, from the formal to the informal, written, verbal to non-verbal. You will explore tools and techniques to manage communication barriers, manage conflict and plan for success

Who should attend

Technical and business personnel who want to improve their communication skills. Managers and project managers interested in refreshing their skills

Syllabus

Elements of Communication and Key Communication Skills

- Verbal vs non-verbal communication
- Alternative modes of communication
- Effectiveness of communication

Common Communication Styles and how to Work with them

- Overview of different styles people use to communicate
- Strategies for dealing with the different styles of communication to achieve the right outcome

Building Rapport

- Recognising communication styles that promote success with co-workers
- Potential barriers to effective use of interpersonal communication skills

Listening and Responding to Others

- Explore 5 levels of listening
- Identify how to actively listen and build rapport

Objectives

- Understand the communication process
- Recognising and utilising communication strategies
- Building on your communication skill strengths
- Developing new communication skills
- Learning techniques for managing conflict
- Recognising communication styles that promote success with co-workers

Organising and Running Effective Meetings

- Overview of different communication models
- How to apply the right model to increase workplace productivity
- Tools for handling communication breakdowns

Managing and Responding to Conflict

- Characteristics of conflict
- Methods for managing conflict

This is a hands-on workshop and participants will be given opportunities to develop and practice skills in a supportive environment.

Course Length: 1 day
Course Code: COMPMC1
PDU: 7



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