

Communication Strategies

Course Overview

This two-day course is designed to help you improve your interactions with people in your workplace or at home. Participants will be given the opportunity to improve the critical communication skills of listening, asking questions and being aware of nonverbal messages. This workshop can also help participants who are struggling to find that middle ground between being too aggressive and too passive, and how to counter the manipulative tactics of difficult people. Participants also learn more about the six elements of our communication with others that help us reveal appropriate information about ourselves, and get a handle on how to better manage ourselves for a professional image.

Learning Objectives

- Identify common communication problems that may be holding you back.
- Develop skills in asking questions that give you information you need.
- Learn what your non-verbal messages are telling others.
- Develop skills in listening actively and empathetically to others.
- Learn how to firmly stand your ground and make your feelings heard.
- Enhance your ability to handle difficult situations without being manipulated.
- Be more aware of six critical elements of our communication with others.

Outline

Day One

- Introductions, Learning Objectives and Agenda
 - Pre-assignment
 - What's in this for Me?
 - Ten Commandments of Human Relations
- Defining Good Communication
 - What are the Characteristics of a Good Communicator?
 - The Communication Process
 - Windows and Barriers
- Questioning Techniques
 - Closed Questions
 - When they are Used
 - The Assumptions that Result
 - Open Questions
 - The Different Types
 - When they are Used
 - Probing Skills
- Listening Techniques
 - Barriers to Effective Listening
 - Active Listening Techniques
 - Listening Guidelines
- Six Elements of Our Communication with Others
 - Frame of Reference
 - Self-disclosure
 - Image
 - Self-Impression Management
 - Attending
 - Observing
 - Frame of Reference

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Day Two

Reconnect (A short exercise to get feedback from day one and to focus on communication skills that impact interpersonal relationships - 1/2 hour)

- Five Approaches to Interpersonal Relationships
 - Mystery-Mastery
 - Structural
 - Sympathy-Supportive
 - Empathy-Collaboration
 - Mutual-Confrontational
- Assertiveness
 - Dealing with Difficult People
 - The Difference between Assertive, Passive and Aggressive
 - The Four-step Response
 - Learning How to Say “No”
- Persuading Others
 - First Persuading Yourself
 - Techniques for Persuading Others
- Managing Stress
- Personal Action Plan