

MODULE 3 >> PERSONAL AND INTERPERSONAL SKILLS

COMMUNICATION

Why choose a training in communication ?

Few of us are excellent “communicators” by nature. Think only at the fact that we were born crying and learnt to talk at a later stage in our lives. Traditionally, you can talk, therefore you communicate. Still, have you ever had the feeling there is no „getting along with some other colleague, supervisor or partner ? Most of the times, we communicate instinctively and react rather than act. Many of us have never been trained on communication skills and techniques that create effective working relationships, build teams, and improve bottom-line results. Now it’s a good time to start.

Target audience

This training programme addresses top & middle managers regardless of the business industry they operate in, as well as regular execution staff.

About the Communication Skills Program

This activity-based training develops communication skills individuals need, to work well with others and build team effectiveness. Whether it is verbal communication skills or non verbal communication skills, these skills can make or break a relationship.

Your people can become first-rate communicators. Our focus is on performance. We provide practical skills that can be applied on the job for immediate and sustained performance improvement.

Topics covered:

Verbal communication

- barriers in communication
- active listening
- giving and offering feedback
- asking efficient questions
- persuasive language techniques
- written communication techniques
- basic presentation techniques

Non verbal communication

- components (gesture, posture)
- decoding & encoding nonverbal messages
- using non verbal resources

Para communication

- tone
- accent
- rhythm

Additional topics used from *Transactional Analysis*, *Neuro Linguistic Programming* and *ESPERE* techniques:

- personality „drivers”
- relationships as „transactions”
- guidance & influencing techniques
- expressing versus repressing

Key Skills the Program Features:

- Using communication skills required for business success
- Developing skills to communicate clearly and efficiently
- Developing skills for better business writing
- Developing basic presentation skills
- Learning communication tips and strategies
- Avoiding communication errors

Benefits

- Acquire the necessary communication tools to handle the most sensitive situations
- Communicate efficiently
- Listen actively to avoid miscommunication
- Build harmonious relationships
- Understand the types of constructive /distructive verbal and non-verbal communication elements
- Project self-confidence
- Lead others to a sought result
- Disagree without being disagreeable
- Prevent conflict bursts
- Hold clear presentations

Methods used are highly interactive, based on ways in which adults learn: role play, fish bowl, gallery tour, group tasks

Duration

1 day - 8hrs of training including coffee & lunch breaks

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Please [contact us](#) and ask our consultants to give you detailed information on our training capabilities: +4021 310 13 39; contact@aplusperformance.ro