



## Communicating for Results - The Interpersonal Communication Workshop

Workshop Duration: 2 Days

Facilitation in English

### Workshop Description

The most challenging task in today's workplace is getting along with others. This workshop looks at ways of creating and maintaining positive personal relationships at work and helps participants establish a culture that promotes effective communication. You will learn practical techniques that improve interpersonal and listening skills and help you as a team member work together with your managers/co-workers more effectively.

### What You Will Learn

- Techniques to improve your communication abilities
- Ways to understand and eliminate the major barriers to effective communication
- How to analyze the barriers to effective listening
- How to evaluate and develop active listening skills
- Identify personal hot buttons that invite anger responses
- Identify the 5 different anger styles
- How to maintain emotional self-control under pressure
- Manage conflict: turning potential crises into opportunity

### Agenda

#### **Understanding the Art of Effective Communication**

- Exploring your personal communication patterns
- Introducing the behavioural skills necessary for effective communication
- How to eliminate communication roadblocks
- Improving your ability to get your point across
- How to ask questions that promote feedback
- Communicating through body language/non-verbal communication

#### **Improving Your Listening Skills**

- How well do you listen? - a personal profile
- Evaluating and developing your listening skills
- The characteristics of active listeners
- How to listen with an open mind
- Using feedback to enhance communication and expectations

#### **Assertiveness skills**

- Developing positive assertiveness skills
- Appropriate assertiveness responses to a variety of situations
- Techniques in presenting your point of view without alienating others
- Positive techniques in giving negative feedback



#### **Building Positive Relationships**

- Analyzing your personal behavioural style
- A recipe for success: essential ingredients for successful relationships
- Unpacking differences: perception vs. reality
- Distorted thinking styles: habitual ways that cause misperception
- Developing personal perspective/strength through adaptability
- Steps in building trust, respect and credibility with others
- The roles/impact of blame, guilt and resentment in relationships
- Techniques in deflecting negative criticism

#### **Managing conflict**

- Managing anger in yourself and others
- How you make yourself angry: personal hot buttons/triggers
- Understanding and coping with difficult people
- Expectations as determinants of behaviour and anger responses
- Recognizing the difference between healthy and harmful anger
- Understanding your personal behaviour style of conflict resolution
- Maintaining composure: keeping poise and control during chaos
- Using cooling out techniques to control anger
- Techniques in turning conflicts into agreements
- How to keep disagreements from escalating into full scale conflict