



# **COMMUNICATION & INTERPERSONAL SKILLS**

*Highly Intensive, Interactive & Practical Training Course*

## ***COURSE DESCRIPTION/OBJECTIVES:***

This course is a highly interactive workshop designed to provide management staff with an environment in which to improve their communication skills.

By developing their communication skills management staff will experience fewer frustrations and greater satisfaction in the work place. Team morale will improve, productivity will be increased, problem solving and decision making enhanced and this will enable companies to achieve business goals more efficiently.

## ***WHO SHOULD ATTEND?***

Staff in positions needing to improve their communication skills, will find the training program most beneficial.

## ***COURSE OUTLINE:***

### ***Welcome & Introduction***

### ***Setting The Scene***

### ***The Nature Of Communications***

Creation, Transmission, Interpretation and use of information

### ***Barriers to Effective Communications***

The main categories

### ***Overcoming Barriers To Communication***

Get your message across. Good communications

### ***Communications Strategy***

Analysing different types of communication

### ***Communication Systems***

Written

Verbal and non-verbal

### ***Effective Presentations***

Getting your message across

### ***Presentation Techniques***

Profile of a presenter. Delivery styles



### ***Preparing Your Presentation***

Defining objectives

### ***Giving Ideas Impact***

Getting your audiences attention

### ***Audio-Visual Aids For Presentations***

Benefits and drawbacks

### ***Speaking Effectively***

Speaking skills, qualities etc.

Delegates practice giving talks I – Feedback

Delegates practice giving talks II – Feedback

### ***Managing Effective Meetings***

Objectives, agenda preparation, taking minutes

Gaining participation and contribution of members

Involving the team

Action Planning

Achieving the Objectives of the meeting

### ***Negotiation Techniques***

Strategies and Tactics

### ***Influencing Techniques***

Different approaches

### ***Interpersonal Skills***

Behaviour, conflict and conflict resolution, grievance handling

### ***Stress***

Its effect on Interpersonal skills

### ***The Change Environment***

Its effect on Interpersonal skills

### ***Assertiveness***

Not aggression

### ***Positive Attitudes***

Relationships with superiors, peers and subordinates

### ***Group Dynamics***

Effective Teamwork

### ***Course Summary & Evaluation.***