PURPOSEFUL COMMUNICATION

Measurable and improved results through skills transfer, practical application and ongoing development.

Program Outline

In so many organisations, people from so many backgrounds and experiences are brought together and are "magically" expected to communicate effectively. A big ask, especially when even in our own family we are not always understood. Little wonder then, that organisations are constantly being handicapped because of poor communications.

In a fun and practical way participants recognise behaviour/communication styles and learn to communicate to achieve their objectives. Cultural differences are recognised, individuals realise how background and attitude affect communication and how we can break down barriers.

This program can be presented at all levels of your organisation for immediate results.

Participant Benefits

Communication is the life-blood of an organisation and the more effectively people communicate, then the more efficiently the company operates. This practical and interactive program will improve communication skills through:

- Recognising their communication style
- Acknowledging that others communicate differently and using different methods to send messages to communicate
- Building trust through acceptance of self and others and taking appropriate action
- Effective use of their listening and questioning skills
- Understanding that feelings and emotion play a critical part in the way we understand and express ourselves
- Resolving conflict and managing stress and anger
- Application of the skills

Program Content

Module 1: Why interpersonal skills?

The human being is very much a social animal and so interpersonal skills are essential for the well-being of the individual within society. Our interdependence requires us to be skilful in building and maintaining productive interpersonal relationships.

- The relationship imperative
- Key elements of interpersonal skills
- Learning from experience
- Experiential Learning Cycle
- Learning interpersonal skills

Module 2: Building Trust and Acceptance

Trust is built on actions, not words. And the level of trust varies according to the abilities and willingness of individuals to be trusting and trusted. Trust is not always appropriate when dealing with people.

- Self-disclosure and its appropriateness
- Rules of feedback
- Interpersonal effectiveness
- Defining trust
- Ways to build trust
- Accepting yourself and others

Module 3: Communicating effectively

Our social nature demands that we communicate with others. We have needs that can only be satisfied by others and, therefore, our interdependence means we have to communicate.

- The communication process
- Perceiving is believing
- Sending messages effectively
- Cultural differences
- Levels of listening
- Listening and responding selectively
- Questioning skills
- When to ask the appropriate question
- Increasing your communication skills

Module 4: Communication Styles

It would make my life easier if people would communicate and behave in the same manner as me. It would also make life boring. Fortunately, people are different and it is important to know those behaviourial differences when communicating.

- Behavioural communication styles
- Determining own communication styles
- Handling different styles
- Communicating for a win/win

Module 5: Expressing your feelings

Constructively communicating your feelings will depend upon your being aware of them and being able to skillfully express them.

- Feelings and emotions are natural
- The cycle of expression
- Expressing your feelings verbally
- Nonverbal communication
- Matching verbal and nonverbal messages

Module 6: Managing Conflict

Conflict and problems are a sure sign of biological life. Not all conflict is bad, for it can show us another perspective and help us to grow. Not every conflict can be resolved, but we can manage them.

- Defining conflicts constructively
- Strategies for managing conflicts
- Conflict strategies: what are you like?
- Communication in conflicts
- Steps in resolving conflicts
- The best way for me

Module 7: Managing Anger and Stress

As long as we are alive we are enduring stress. Not all stress is bad and a certain amount of stress is necessary for us to meet the challenges of our everyday lives. However, if our stress levels are too high, or too low, we can suffer psychological and physiological problems.

- Types of stress
- Anger as a source of stress
- Managing and expressing anger constructively
- Assertiveness, Non-assertiveness and Aggression
- Managing your feelings

Module 8: My action plan

The theory of communication, behavioural styles and managing emotions is fine. But for it all to be worthwhile the skills have to be applied, both in business and socially, through a commitment to an action plan. This plan is developed through the interaction process of the program.

- What do I have to work at?
- How will I measure success?