

Efficient Communication

Duration

2 days

Public

Each person willing to improve his/her interpersonal communication.

Objectives

- Underscore the importance of communication as a key factor to success
- Understand problems related to communication
- Learn techniques to improve communication skills
- Practice communication skills and related techniques
- Select adequate communication channels depending on the type of information provided and the addressee
- Handle challenging situations and remain determined under any circumstances.

Program

- Communication process
 - Communication schemes
 - Filters within the communication process
 - Practical exercises
- Obstacles to communication
 - What causes communication distortion
 - How to resolve them
 - Practical exercises
- The pitfalls of perception
 - Individual objectivity test
 - How to interpret messages
- Ground rules for successful communication

- Empathy
 - Concept
 - Selftest
 - Practical exercises
- The art of asking the right questions
 - Types of questions and their meaning
 - Interviewing skills
 - Exercises
- A listening ear
 - Definition
 - Individual test
 - Technique
- Reformulation: “In other words”
 - Definition
 - How to rephrase
- Feedback
 - Definition
 - Techniques & practice
- Strokes
 - Types of strokes
 - The importance of using strokes in an efficient way & exercises
- Capacity to convince
 - How to get your respondent’s attention
 - How to pass on a complete, precise and concise message
 - Get the message through, at the right moment
 - Persuasion skills and exercises
- Non-verbal communication
 - The importance of non-verbal communication
 - How to decode non-verbal messages (gestures, mime, eye-contact,...) and para-verbal messages (silences, suspended sentences, ...)
 - Videotaped practical exercises
- The most adequate communication channel
 - The different communication channels
 - Most adequate choice in view of the message to pass on

- Handling challenging situations
 - Change from negative to positive communication.
 - Transforming conflict into consensus and mutual agreement
 - Transform negative competition into winning cooperation
 - Responding to various kinds of objections
 - Handle complaints & practical exercises
- Remaining assertive under all circumstances
 - Daring to be firm or the art of assertiveness
 - Self-diagnosis about your assertiveness level
 - The importance of non-verbal behaviour
- The art of communication : summary and conclusions

Methodology

Alternation of inductive or deductive steps according to the concepts that are to be exposed. Participative and interactive method, leaving a privileged place for discussion and the opportunity to test concretely different behaviours to reach the objective.