

Communication Skills

Communicating with confidence and impact requires us to engage our interpersonal skills; all the personal preferences, behaviours and feelings that exist within us that influence our interactions with others. We don't often stop to consider how we and others see the world, which often impacts the effectiveness of our interactions. Often, it is only when problems arise that we are forced to consider the quality of our interpersonal skills and the potential for change and improvement that exists.

Great interpersonal skills improve not only communication, but the quality of our relationships, reduce stress levels and help to support conflict resolution.

What will you learn?

- ⇒ Understand what interpersonal skills are - their purpose and influencing ability.
- ⇒ Identify personal preferences that influence personal interactions.
- ⇒ Learn how to see the world from the perspective of others.
- ⇒ Tune into your own preferred style of communication.
- ⇒ Understand the key positive and negative traits of each communication preference.
- ⇒ Adapt your style of communication to better connect with others.
- ⇒ Form stronger relationships through the use of positive words, tone and body language.
- ⇒ Improve ability to steer conversations and influence people by tailoring your approach to their style.

What will you cover?

- ⇒ The key steps to building self awareness
- ⇒ The process of communication
- ⇒ Communication styles and self-analysis
- ⇒ Identifying communication preferences in others
- ⇒ Influencing through communication
- ⇒ Practical application of skills
- ⇒ Create a positive plan of action

Who is it for?

This course is for anyone who wishes to learn new skills and techniques on how to communicate and influence others successfully.

How long will it take?

One or two days depending on development need and approach required.