

SSBS001: Effective Communication Skills**Overview:**

The course aims to give participants a way of communicating consistently to each other and their clients. It helps to better understand communication styles and participants own style of communication in a more efficient friendly way. It will increase participants self-awareness that will in turn build confidence and improve communications skill and in turn, find it easier to 'influence' others.

The highly interactive course is tailored to meet the specific requirements of the attendees. It is an interactive workshop peppered with exercises and frameworks that will allow participants to apply the information covered to their specific situation. In addition participants get the opportunity to put their new found skills into practice in a learning environment.

Duration:

1 Day, with the option of a half-day follow up session within the workplace to assess application of learning and provide further personal coaching.

Objectives:

- Recognise the difference between Assertive, Aggressive and Passive behaviours
- Maximise their positive impact on those around them
- Understand when to apply certain behaviours in certain situations
- Be equipped with tools to deal with different behaviours

Content:

The trainer will work with participants to assess and have a further understanding of why and how:

- People differ in how they perceive, understand and process information about the world.
- Each person displays a pattern of relative strengths; learn how to work on them.
- This pattern of relative strengths and weaknesses forms the basis for each person's interactions with the world around them.
- There is no best style or approach to communications, different types are simply different, and each brings talent and value to work and to life.
- The Communication process
- Types of communication, when is each appropriate
- How people differ in how they perceive, understand and process information about the world.
- Which communication style do you use?
- Barriers to communication and how to overcome them
- Each person displays a pattern of relative strengths; what are they and how can I work on them? This pattern of relative strengths and weaknesses forms the basis for each person's interactions with the world around them.
- Are you hearing what people are saying? reduce error and increase awareness with the art of active and empathic listening

- Mastering questioning techniques to ensure understanding
- Introduction to transactional analysis
- Assertiveness methods and techniques
- The Johari Window- creating better understanding between individuals and groups

Process:

- Participant workbooks with underpinning knowledge and exercises
- Workshop approach
- Group discussion
- Syndicate & individual exercises
- Video & CCTV
- Role plays & practical presentation