

# Effective Communication Skills

## Introduction

***“Be not disturbed at being misunderstood; be disturbed rather at not being understanding.” - Chinese Proverb***

We cannot not communicate and the Meaning of any Communication is the result it gets. More often than not communication breaks down; Customers (Internal and External) who are handled in a friendly and efficient manner will have a positive first impression. If things are managed badly there will be a breakdown of trust, damaged relationships and possibly lost business. This interactive and highly practical Communication Skills Workshop will help you develop a clear, professional and meaningful Communication which fosters and builds harmonious relationships and resolve conflicts.

## Objectives

- Understand the Human Communication Model
- Discover your own and others “Communication Preference”
- Build deep levels of rapport with others quickly and easily
- Communicate far more effectively and precisely over the Phone
- The Art of asking questions to get what you want
- Master Listening instead of just hearing
- Handle Difficult people and elicit others co-operation

**Duration:** 2 Days

## Outline:

**How People Tick:** Learn how we code our experiences and find out what makes people behave the way they do.

**Rapport Building:** Advanced Techniques to get people to like you and agree with you easily and effortlessly

**Communication:** It’s not what you say! Making the most of your voice, communicating over the Phone

**Representational Systems:** Discover your own way of perceiving the world and learn how to get your message across to others preferences.

**Questions are the Answer:** Learn how to ask questions that lead people into choosing the outcome you want.



**Handling Difficult People:** Through a Self-Assessment test, you will discover your own dominant Ego State and learn how it affects communication outcomes. You will also learn the techniques to handle angry people through managing Ego States.

**The four key components of the Listening process:** hearing, interpreting evaluating, and responding. Learn the Three Levels of Listening and utilize what you have learned to become a fantastic listener.

### Methodology

The Workshop is highly interactive and uses a variety of classroom demonstrations, direct-experience practice exercises, group discussions and Q&A sessions. This creates a rich and stimulating learning environment that allows participants to confidently experience the direct benefits of what they have learned.

Self-analysis questionnaires & feedback instruments as well as personal attention and direction between the trainer and participants will further assure that the material will be internalized, utilized rapidly and effectively and immediately integrated into the work environment.