

Communication skills

Overview

Effective communication is a skill. This half-day workshop is very interactive – participants can practise their communication skills in a positive, supportive environment.

Format

An interactive, half-day workshop.

Outline

- 1 **Welcome, introductions and objectives**
 - The definition of effective communication
 - *Exercise: sending a message*
- 2 **Verbal communications**
 - Effective communicators – who are they? What skills or attributes do they have?
 - Listening skills, clear use of words, presence, eye contact, body language
- 3 **How good a listener are you?**
 - *Exercise: listening skills questionnaire and evaluation*
- 4 **Impact versus intent – what did you really mean to say?**
 - Attitudes influence behaviour and behaviour breeds behaviour
 - *Exercise: 'I never said she stole money'*
 - The need to avoid misunderstanding or misinterpretation
- 5 **The 5 key principles to effective communication**
 - *Exercise: 'What would you say?'*
- 6 **Written communication**
 - What makes an effective written communication?
 - Kipling's 6 Honest Men: who, what, where, when, why and how
 - Planning to write an email

7 Fuzzy meanings

- Probabilities for misunderstandings and misinterpretations

8 Practical exercise

- Hone written communication skills and put into practice hints and tips from the session

9 Review of key learning points and objectives