

COMMUNICATION

Communication is an essential part of our daily lives. Yet we are not always effective at getting our message across or understanding what others want to tell us. Why does it go awry? What are the barriers we face? How can we be more successful in our personal interactions? These are just a few of the topics covered.

Learning Objectives:

- Recognize the basic elements of the communication process
- Learn how to deal with the barriers to effective communication.
- Develop active listening skills.
- Understand one's own communication style.

Who Should Attend:

Individuals who would like to improve their interpersonal communication skills and develop their understanding of their style and its impact on others.

How Will Participants Benefit:

- Raise self-awareness to enable conscious choice of communication style
- Project a confident presence
- Improve listening skills to develop better relationships.
- Discover causes of conflict and reach resolution.
- Overcome resistance to new ideas/suggestions
- Create a climate for constructive feedback and action

Delivery Method:

Lecture, role-plays, exercises and group discussion.

Duration: One day