



## Course Outline: EFFECTIVE COMMUNICATION SKILLS

Since each person has different needs and views there will always be some conflict in living and working with others. By understanding more of what goes on in conversation, we can become better team problem solvers and conflict navigators.

Better communication skills mean that we can resolve problems and conflict by learning to listen to others more deeply, and by engaging in a dialogue of genuine give and take to generate solutions. When you communicate with integrity, a number of advantages will follow. Firstly you will gain respect. If you show compassion and respect towards others, you will influence them to show compassion and respect towards you.

By communicating with integrity you will have more influence over others. Your being responsibly honest and more attentive will make people want to reach mutually beneficial agreements with you. It also means that you are more likely to get what you want, and for reasons you won't regret later. Rivers explains that communicating with integrity means showing proper compassion and respect toward our conversation partners. This invites and influences them to do the same toward us.

Good communication skills will ensure respectful and well-ordered discussions, which can be of great help in conflict resolution. This will in turn allow you to build sincere and trusting long-term relationships.

Learning better communication skills requires effort because cooperation between people is a much more complex and mentally demanding process than coercing, threatening or just grabbing what you want.

### COURSE OUTLINE

1. Emotional Intelligence
2. Why should I be friendly?
3. Bringing out the best in others through communication
4. Start communicating with integrity
5. Assertiveness
6. Influencing others
7. Active listening
8. Explain what you need to discuss and ask for consent
9. Ask for what you want



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10. Feedback
11. Gossip
12. How to resolve conflict amicably
13. Gratitude
14. Non-verbal communication: body language
15. Common mistakes that spoil conversation
16. Argumentative communicators
17. Become more approachable
18. Effective meetings
19. Communicating telephonically
20. How to communicate more effectively with aggressive people
21. How communication affects customer satisfaction.

### OUTCOMES

1. Much improved communication skills (listening, feedback, gossip, conversation mistakes, conflict resolution, body language etc)
2. Introspect and accept responsibility for their behaviour (thoughts, words and actions)
3. Become more self-aware and begin to pay attention to their inner-states
4. Learn why they lose self-motivation and how to get it back
5. Learn how to converse with others in a productive way when things go wrong
6. Acknowledge their own unproductive behaviours
7. Write down goals in order to regain focus and direction
8. Learn how to regain lost confidence or to increase the confidence they already have
9. Learn how to become more adaptable to change
10. Accept responsibility for their attitude and moods
11. Embrace the ten life laws that can change their lives
12. Learn what assertiveness behaviours are
13. Learn how to deal with argumentative communicators
14. Truly understand empathy
15. Jump to fewer conclusions



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16. Stress management and impulse control
17. Social awareness and interaction
18. Adaptability (reality testing, flexibility and problem solving);
19. General mood insight (optimism and happiness)
20. Learn how communication impacts customer satisfaction.

Please note that we design this course according to your specific needs. We may include all or some of the modules.

### WHO SHOULD ATTEND?

Everyone! We deliver this course at all levels.

### DURATION

Two or three days.