



4D Group

Working with Others Interpersonal Skills

Who Would Benefit?

This course will teach you ways of communicating effectively with your teams, co-workers and managers. Through a mixture of self-assessment, discussion and activities, you will discover some new ideas about communication reinforce some established ideas and learn how to put them into practice.

Objective

You will gain enhanced confidence in your ability to form productive working relationships through clear and influential communication.

Content

Why communication goes wrong.
Barriers and misunderstandings.
Using transactional analysis.
Three ego states.
Crossed wires.
Ways of putting it right.
Understanding people's behaviour.
Styles of behaviour.
Developing an appropriate style.
How to get the message across.
Words and body language.
Influencing and persuading.
Your personal style.
The two P's of persuasion.
Two techniques of NLP (Neuro- Linguistic Programming).
Seven factors that affect building rapport.
The importance of listening.
Ten tips for listening.
Asking the right questions.
Protecting your personal style.
Your values and motivation.
Establishing goals.
Using emotional intelligence.
Applying skills.
Choosing effective feelings and behaviour.

Duration

One day

Minimum Numbers

Three delegates