

Communication Skills



Overview:

Communication skills affect every aspect of your life – both business and personal. Clear communication can be achieved through simple planning and control. Participants attending this course will gain the knowledge and skills required to communicate clearly and effectively in a wide variety of situations.



Benefits of completing this course:

- Avoid misunderstandings through improved communication
- Better problem solving through effective clarification of issues before any actions are taken
- More effective decision making
- Better teamwork through cohesive communication



Audience:

This course is valuable for those who want to strengthen their communication skills and enhance their ability to interact confidently with others.



Learning Outcomes:

- Understand different communications styles
- Learn of your own communication style
- Identify and work successfully with different communication styles
- Develop and practice skills that manage communication breakdowns more effectively
- Identify strategies for effectively managing internal dialogue



Delivery:

Workshop



Course duration:

1 day



Certificate:

Certificate of Attendance



Competencies:

- Active Listening
- Questioning
- Express thoughts and feelings
- Interpersonal skills
- Relationships

Delivery Options



Public Schedule



Live-Online



Group Training



In-house

To book this course:

Call: **1300-2GO-CTS**

Web: www.ctstraining.com.au

Email: info@ctstraining.com.au

Communication Skills

Topics covered ...



Forms of Communication

- Verbal communication
- Non-verbal communication
- Why is communication so important
- When communication fails
- When communication success
- 10 commandments of Human relations

Communication process

- Communication Styles
- Learn your communication style
- Communication Flow
- Framing
- End Framing

Barriers to Effective Communication

- Encoding
- Transmitting
- Decoding
- Feedback
- Cross Cultural Communication
- What is Culture?
- Cross Cultural Oral Communication

Ladder of Inference

- Understanding the ladder on inference
- How we use the ladder in our lives
- Reality checking
- Climbing back down the ladder

Listening and Questioning

- Listening for Answers
- Active Listening
- Questioning
 - Open-ended questions
 - Closed questions
 - Probing or fact finding questions
 - Questioning traps

Body Language

- Qualities of good Voice
- Attending - giving undivided attention
- Appropriate distance
- Observing - see others without distorting
- Suspending Frame of Reference or judgement

Communication Funnel

- Understanding where you are in a complicated exchange of ideas
- Evaluate how others are responding
- Learn how to handle responses
 - even unexpected responses
- Examine changes of direction

Feedback

- The Johari Window
- ABCD's of giving feedback
- Feedback from pre-course work
- ABCD's of receiving feedback
- Practising feedback

Assertive Response

- Tips on Assertiveness
- Expressing 'No'
- Guidelines for applying 'No'
- Difficult Conversations

Language of Effective Action

- Making effective requests
- Promising
- Counter-offering
- Renegotiating
- Completion

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