ICTD

المركــز العالمــي للتدريــب والتطويــر
International Centre For Training & Development

COMMUNICATION
& Interpersonal Skills

Course Introduction:

This is a powerful program that will help you to understand and develop your relationships with others.

Dealing with other people can sometimes be much more complicated than even the most sophisticated technical problem or business dilemma. But as with such problems and dilemmas, there are effective techniques you can use to manage your working relationships more successfully. We all depend on other people for success. Yet how many of us can honestly claim to excel in our working relationships with other people? Couldn't we all achieve more by examining and improving our interpersonal skills?

This outstanding program has been developed specifically to teach you the interpersonal skills that lead to more effective, more satisfying, more rewarding relationships with those around you.

Course Objectives:

- Improve your business communication skills for better personal and team performance
- Identify how managers can drive company strategy through their staff using effective communication
- Turn potential conflict situations into interactions where mutually agreeable outcomes can be achieved
- Whether at work, in business or even in life in general, we need to interact in person, get to know people and issues to get around more effectively.
- In this age of electronic communication where emailing, teleconferencing and videoconferencing is fast-becoming the only means of communication for most people, face to face encounters have taken a backseat.
- As organizations get flatter and teams with their own unique expertise, insights, and perspectives are brought together, building high performance work relationships require not just technical skills and hard work but also interpersonal skills.
- By becoming aware of your own and other people's interpersonal skills, you'll be able to develop a better rapport with colleagues and build trust within all your working relationships.
- If you're looking forward to improving your team's performance, organizational effectiveness and business opportunities Effective Interpersonal Skills and Business Communication is the right course for you. Interactive and practical, this training course is designed to refine your business communication skills for improved personal and team performance.

7 GREAT REASONS TO ATTEND

1. Identify your communication style and strengths
2. Make staff/team communication easier by refining your skills and processes
3. Leverage assertiveness strategies to redirect staff towards the behavior you want
4. Use techniques for dealing with workplace anger and moving colleagues from 'no' to 'yes'
5. Identify and understand the differences and effects of inflammatory nature of evaluative language versus objective, descriptive language
6. Receive and deliver feedback with confidence
7. Learn to avoid potential 'games' and 'politics' and ensure group buy-in

Who Should Attend?

This course is for those people who want to understand how to communicate more effectively with their customers, their staff, their colleagues, and their bosses.

Course Outline:

Communicating the "Big Picture"

- Understanding key interpersonal elements of the communication process
- How to ensure individual staff have clarity, commitment to and agree with business objectives
- Communicating in a way that inspires staff and gets buy-in
- Ensuring staff see how 'what they do' matters to the business

Communication Styles and Employing Your Communication Strengths

- Identifying your preferred/natural style of communication
- Understanding strengths and weaknesses of each communication style
- Exploring the components of verbal and nonverbal communication
- Improving your communication outcomes with other style preferences by knowing how to 'flex' into their style, so they can relate to you

Using Enhanced Listening Techniques to Streamline Communication

Group role play dealing with 'dilemma' to identify communication 'traps'

- The 5 key listening skills and '5 deadly sins' of non-listening Simulation exercise to emphasize the power of assumptions and how we listen through our own 'filters'
- Cultivating effective listening skills:
  - Asking questions to understand
  - Paraphrasing facts and emotions/using the 'mirror' technique
  - How body language enhances communication
  - Showing empathy

Role play: Dealing with dilemma to identify communication traps

Pairs exercise: Practice listening to and 'coaching' your partner with his/her dilemma

Overnight exercise: Notice how you and others listen and be prepared to give feedback to group tomorrow

Assertiveness, Conflict Resolution and Negotiating For Win-Win Results: Understanding the Behavioral Range

- Aggressive: forcing the issue
- Assertive: confident expression of thoughts and feelings
- Passive: submissive silence
- Assessing individual assertiveness skills

Successfully Handling Conflict

- Anticipating difficult situations: what is conflict and where does it come from?
- What are the things that are within our control/can and can't change?
- Managing the team: dealing with prickly behavioral styles
- Handling anger and frustration
- Getting everyone working together through conflict resolution techniques Role play exercise

Delivering Feedback with Conviction and Confidence

- Connecting with staff: showing you have listened
- Communicating responses: stating your positions
- Using constructive ways to deliver feedback for:
    - Reinforcement
    - Redirection
- Receiving and handling feedback

Combining Communication Tools and Assertive Strategies

- Identifying your 'buttons', recognizing the 'amygdale hijack' and how to develop impulse control through self-awareness
- Recognizing when others' buttons are being pushed, and how to use empathy, even when you feel like you are being 'attacked' unfairly
- The language we use: identify the inflammatory nature of evaluative language versus objective, descriptive language
- Role plays: Staying in 'adult' mode and avoid 'buttons' being pushed!
- Three part conflict resolution/negotiation techniques
- Role play exercise

Facilitating Interpersonal Communication In A Team

(These skills will be useful for managing communication in routine meetings and/or syndicate or project groups to avoid potential 'games' or 'politics', and ensure group buy-in to achieving the best outcomes)

- Managing communication during meetings/project group discussions
- How to avoid potential 'games' or 'politics
- Identifying the difference between the task (structure/process) and group (interpersonal dynamics) focus of a meeting and why both are important
- Techniques for managing the group dynamics:
  - ✓ Managing disruptive nonverbal behaviors constructively
  - ✓ Managing disruptive verbal behaviors constructively through conflict resolution techniques (as practiced before)
  - ✓ Using the group dynamics to get a disruptive individual's buy-in. Role plays to practise above three scenarios
  - ✓ How to reach agreement/get buy-in and collaboration, when participants opinions differ (what's the difference between 'majority'/ 'consensus' etc.)
    Practical exercise to reinforce the importance of group focus and collaboration to achieve the desired end result:
- Giving feedback to the group:
  - ✓ When a positive result has been achieved or passing on good feedback, when received
  - ✓ When the result has not been achieved and the group needs to agree on how to move forward

Conclusion
- Identifying individual learnings
- Re-visiting participant expectations

Course Fees:

To be advice as per course location. This rate includes participant's manual, Hands-Outs, buffet lunch, coffee/tea on arrival, morning & afternoon of each day.

Course Certificate:

International Center for Training & Development (ICTD) will award an internationally recognized certificate(s) for each delegate on completion of training.

Course Methodology:

A variety of methodologies will be used during the course that includes:

- (30%) Based on Case Studies
- (30%) Techniques
- (30%) Role Play
- (10%) Concepts
- Pre-test and Post-test
- Variety of Learning Methods
- Lectures
- Case Studies and Self Questionaires
- Group Work

Course Timings:

Daily Course Timings:

08:00 - 08:20	Morning Coffee / Tea
08:20 - 10:00	First Session
10:00 - 10:20	Coffee / Tea / Snacks
10:20 - 12:20	Second Session
12:20 - 13:30	Lunch Break & Prayer Break
13:30 - 15:00	Last Session