



المركز العالمي للتدريب والتطوير
International Centre For Training & Development



THE ACTIVE Communication Skills



INTERNATIONAL ACCREDITATION ORGANIZATION



UNIVERSITY OF ROCKHAMPTON
MAKING THE DIFFERENCE



Course Introduction:

For the better part of every day, you are communicating to and with others. Whether it's the speech you deliver in the boardroom, the level of attention you give your spouse when they are talking to you, or the look that you give to the cat, it all means something. This workshop will help you understand the mechanics and methods of communication and how to make the most of them.

Course Objectives:

- Learn how to develop different communicating strategies depending upon the other person's view of the world.
- Understand favored learning styles of others and how to use this when communicating
- Learn how to build rapport with anyone at anytime
- Learn how others absorb information and the process they go through to make decisions and to communicate
- Develop verbal and non-verbal communication techniques
- Learn how to elicit thinking patterns through eye movement
- Learn how to tap into another person internal representation system
- Learn some NLP techniques to influence and sway another person's point of view

Who Should Attend?

Senior and middle managers who already have good communication skills and want to take them to the next level.

Course Outline:

Communicating

- Communicating with others
- The communications process

Filter Systems

- What happens to information when it comes in to our brain
- What happens to information for it to get out!

How miscommunication occurs

- Effective Communications
- What makes up an effective communication?
- The golden rules for effective communication
- How people sort and categories information
- What is a Meta program?

How people sort information in their mind.

- The 6 main sorting offices of the mind!

Internal Representational Systems

- What is a representational system?
- How people represent what you say into their own language
- Techniques and strategies to communicate effectively with people with different systems

Eliciting thinking patterns through eye movements

- How to know what people are thinking by their eye movements
- How to tailor your communications by what you see

How to build rapport with anyone and at anytime

- What is rapport?
- The 6 elements of rapport building

How to give & receive feedback

- The principles of giving constructive feedback
- The 8 techniques of how to give effective feedback
- How to receive feedback

Action planning & putting into practice

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 Questionnaires
- Group Work

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 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 |

