

# € TRAINING

Interpersonal Communication Skills



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## Introduction

The ability of team members to interact with one another through a variety of channels and techniques is essential for organizational success. Since how we are seen by others is influenced by our relationships with them, each of these interactions presents a chance to achieve a predetermined goal. One of the most successful talents for attaining goals, whether they are personal or corporate, is excellent communication. The abilities you need to concentrate on your purpose, identify your audience, and construct your message clearly for the best impact and result will be taught to you in this training course.

For communication to be successful, it is essential to be able to foster an atmosphere of free discourse and constant conversation. The communication techniques presented in this training course will help you become more adept at active listening, providing and receiving useful feedback, interacting with people from different cultural backgrounds, and handling disagreements in order to enhance relationship quality and productivity.

## Course Objectives

At the end of this course, participants will be able to:

- Utilize the abilities required for effective communication.
- Show that you can converse with people from other cultures.
- Use strategies for attentive, empathic listening
- Interpersonal conflict management
- Utilize constructive criticism and feedback.

## Targeted Audience

- Anyone looking to enhance their communication skills both on and off the job, including staff members, managers, and supervisors.

## Course Outline

### Unit 1: Effective communication

- Introduction to communication
- Communication levels and definitions
- Communication functions
- The 4 principles of interpersonal communication
- Elements of the communication process
- Communication delivery aspects
- Nonverbal communication
- Building rapport
- Where can miscommunication occur?
- Barriers to effective communication
- Overcoming communication barriers
- The communication funnel

## Unit 2: Communication across cultures

- Improving cross-cultural communication: guidelines
- 'DiSC' personal development profile
- Stages of team development
- The arts of persuasion
- Areas of growing your sphere of influence
- Communicating within multicultural teams
- Stages of team growth
- Universal laws of persuasion: process

## Unit 3: Active listening

- Hearing versus listening
- Active versus passive listening
- Tips to improve active listening skills
- 3 aspects of active listening
- Active listening skills inventory
- Using different questioning techniques
- Closed and open questions
- Probing types questions
- Pitfalls of leading questions

## Unit 4: Communication behavior and conflict management

- Assertive, passive, and aggressive behaviors
- Verbal and non-verbal components of communication behaviors
- Conflict management
- Types of conflicts
- Sources of conflicts
- Conflict management styles
- Essential conflict management skills
- Learning to say 'no'
- Guidelines for applying 'no'

## Unit 5: Constructive feedback and criticism

- The value of feedback
- Positive versus negative feedback
- Giving constructive criticism
- Receiving criticism