



EFFECTIVE COMMUNICATION

Objective

Communication is an essential factor in the success for yourself and your company. Here, we examine the fundamentals of clear and result-driven communication. We explore your perception of your current mode of communication. We validate our findings against benchmarks set by industry best-practices, gaining insight into how others relate to these perceptions and vice versa. You identify your most effective strategies to improve outcomes through positive verbal and non-verbal communication. You gain the power to get more results and you become more effective.

By the end of the training, participants will be able to:

- Gain insight to the basics of result-driven communication
- Ask the right question at the right moment
- Be responsible for your actions with a clear rapport with your environment
- Recognise and deal with your emotions and the emotions of other people
- Ensure better understanding of others
- Make clearer agreements / decisions

Summary of content

- The fundamentals of communication, questioning and underlying assumptions
- Perceptions of communication – what works and what doesn't work on a personal level
- Why do we communicate the way we do?
- How we listen and the impact it has on our communication and its outcomes
- The principles of result oriented communication
- Communication within personal boundaries
- How to deal with difficult situations
- Influencing others and influencing yourself
- Assertiveness and how to increase your own assertiveness
- Principles of communication in groups

Structure

The uniqueness and the strength of this training is the combination of a one-day workshop with a personal coaching session. This combination makes the programme more sustainable and valuable for the organisation and the participants. Don't expect another dose of dry "How to communicate" theory. The programme is very practical, highly enjoyable and interactive.

Recommended participants

Suitable for anyone interested in increasing the effectiveness of their communication. It benefits employees at all levels of the organisation.