

Communication Training: Workplace, Technology & People (SCOMM, 2 jours)

Description

The course Workplace, Technology & People (Communication Training) teaches you to communicate effectively in the workplace. The training includes the basics of human communication, techniques for avoiding communication breakdowns and presents an overview of different communication styles. The course covers how to actively listen, how to make use of assertive communication and covers techniques that facilitate communication in multi-cultural environments.

Tarifs

- Tarification: \$1,500/person
- Rabais de 10% lorsque vous inscrivez 3 personnes.

Plan de cours

Building a Foundation

The Language of Direct Communication

Barriers to Effective Communication

The Principles of Communication

The Communication Dynamic: Encode and Decode

Communication and its Goals

Identifying the Reason for the Communication

Identifying Desired Outcomes

The Usefulness of Feedback

Adopting Intentions that fit the Intended Results

Laying the Groundwork for Effective Communication

How to say it: Strategies for Effective Communication

The Importance of what is not said

Avoiding Breakdowns

The Strength of your Relationships

The Importance of Value and Essence

Your Role in Effective Communication

The Outside World's Influence

The Effects of Defensiveness

Communication Styles: Bridging the Gap

Understanding Communication Styles

Identifying your Preferred Style

Comparing Communication Styles

Bridging the Style Gap

Flexibility in the Name of Communication

The Art of Listening

What is Listening?

Questions in the Name of Clarity

The Importance of Confirmation

The Personality of Communication: Respect, Empathy and Sensitivity

Body Language and Non-Verbal Cues

Dealing with Silence

Cross-Cultural Communication

The Importance of Culture in Communication

Common Mistakes in Cross-Cultural Communication

The Importance of Cultural Awareness

About your assumptions

Verbal and Non-Verbal Components

Emotions and Communication

Personal and Professional Life

Challenging Challenges

Expressing Anger: Be Constructive, not Destructive

Reacting to Anger: The Fine Art of Diffusion

Defensiveness in yourself and Others

Defusing an emotional situation with composure

Taking responsibility for your emotions

Assertive Communication

What Assertive Communication is and is not

Identifying your own barriers to effective communication

The Mechanics of Assertive Communication

Monitoring the Reaction of Others

Communication without Violence and Aggression

No: The Magical Word with Baggage

Communication Round Table: Mastering the Message
