

Communication Strategies

Program Outline



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Program duration: 2 days

Overview:

This two-day workshop is designed to help you improve your interactions with other people in your workplace or at home. This workshop gives participants the opportunity to improve the critical communication skills of listening, asking questions and being aware of nonverbal messages. This workshop can also help participants who are struggling to find that middle ground between being too aggressive and too passive, and how to counter the manipulative tactics of difficult people. Participants also learn more about the six elements of our communication with others that help us reveal appropriate information about ourselves, and get a handle on how to better manage ourselves for a professional image.

Learning Objectives:

- Identify common communication problems that may be holding you back.
- Develop skills in asking questions that give you information you need
- Learn what your non-verbal messages are telling others
- Develop skills in listening actively and empathetically to others
- Learn how to firmly stand your ground and make your feelings heard
- Enhance your ability to handle difficult situations without being manipulated
- Be more aware of six critical elements of our communication with others.

Workshop Outline and Methodology

Facilitators use a variety of training methods for each workshop, including large group discussions, individual work and reflection, small group discussions and exercises, case studies and simulations for role play. Videos that are applicable will form a part of some workshops.

Customization will be based on information provided by the organization or the individual department prior to the workshop. These will be interactive workshops with a 40/60 split between concept/theory and practical application of skills discussed. Class size should be kept under 20, whenever possible, so each participant will have the opportunity to gain techniques for the types of situations they deal with or expect to deal with.



Introductions Learning Objectives and Agenda

- Pre-assignment
- What's In This for Me?
- Ten Commandments of Human Relations

Defining Good Communication

- What Are the Characteristics of a Good Communicator?
- The Communication Process
- Windows and Barriers

Questioning Techniques

- Closed Questions
 - When they are used
 - The assumptions that result
- Open Questions
 - The different types
 - When they are used
- Probing Skills

Listening Techniques

- Barriers to Effective Listening
- Active Listening Techniques
- Listening Guidelines

Six Elements of Our Communication with Others
Frame of Reference

- Self-disclosure
- Image
- Self-Impression Management
- Attending
- Observing
- Frame of Reference



Review

Day 2 Reconnect (A short exercise to get feedback from day one and to focus on communication skills that impact interpersonal relationships 1/2 hour)

Five Approaches to Interpersonal Relationships

- Mystery-Mastery
- Structural
- Sympathy-Supportive
- Empathy-Collaboration
- Mutual-Confrontive

Assertiveness

- Dealing with Difficult People

The Difference between Assertive, Passive and Aggressive

- The Four-step Response
- Learning How to Say "No"

Persuading Others

- First Persuading Yourself
- Techniques for Persuading Others

Managing Stress

Personal Action Plan

Evaluation