

€ TRAINING

Interpersonal Communication Skills





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Introduction:

This training program provides comprehensive instruction on effective communication techniques for building successful relationships. Through theoretical learning and practical exercises, it will equip individuals with the tools needed to foster positive interpersonal connections and achieve mutual understanding.

Program Objectives:

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

- Utilize the skills necessary for effective communication.
- Demonstrate proficiency in intercultural communication.
- Apply strategies for attentive, empathic listening.
- Manage interpersonal conflicts effectively.
- Utilize constructive criticism and feedback techniques.

Targeted Audience

- Professionals seeking to improve their communication skills in workplace interactions.
- Managers and team leaders aiming to enhance team dynamics and collaboration.
- Individuals interested in developing empathy and conflict resolution abilities for personal and professional growth.
- Employees looking to strengthen their interpersonal communication skills to build successful relationships in both personal and professional settings.

Program Outline:

Unit 1:

Effective 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.