

IMPACTFUL COMMUNICATION IN THE TRANSITION

DURATION: 2 DAYS

TIME SCHEDULE

Time: 9:00am to 5:00pm

Lunch Break: 1:00pm to 2:00pm



INTRODUCTION

Some people seem to be able to say the right thing no matter what the situation. Their ability to navigate through tense discussions opens doors in the business world that may have otherwise closed. During this training program, participants will learn the secrets of communication pros, including building personal credibility, delivering positive and negative feedback, improving listening skills, rephrasing for better relationships, dealing with difficult people, handling negative situations, and more.

Skills exercises are interactive, allowing participants to practice what they have learned in a fun, high-energy environment. *Communicating with Tact, Diplomacy, Poise, and Finesse: What to Say and How to Say It* is the ideal program for those needing to improve their basic communication skills or for those looking for the extra business edge.

BENEFITS

Upon completion of this program, participants will be able to:

- Capitalize on personal style for more effective communication.
- Rephrase blunt language to achieve results without offending anyone.
- List strategies for dealing with difficult behaviours.
- Demonstrate how to deliver constructive feedback and how to disagree politely.
- Develop an action plan to improve communication skills.

KEY CONTENT

MODULE 1: INTRODUCTION TO POSITIVE COMMUNICATION

- What is positive Communication?

- A Business Communication Model
- Encoder/Decoder Responsibilities
- Barriers to Communication
- Strategies for Overcoming Barriers
- Verbal vs. Non-verbal Communication

MODULE 2: INTERPERSONAL SKILL

- How to Hold a Difficult Conversation
- Provide Feedback That Has an Impact
- Receive Feedback With Grace and Dignity
- Improving Employee Performance
- Overcome Your Fear of Confrontation and Necessary Conflict
- Communication Success Tips: Interpersonal Communication Dynamics
- How to Demonstrate Respect at Work
- Politics at Work - Why Politics at Work Is Risky
- The Benefits of Assertiveness

MODULE 3: BEING HEARD IN MEETINGS (MOCK MEETING)

This module consists of role-plays and simulations where you are required to be actively involved in. You will learn to present your ideas, substantiate them while listening to what others have to say, ask intelligent questions to gather information and take down notes when necessary. You will be listening to what experienced people have to say about possible problems that occur in meetings and ways to overcome them. The role-plays and simulations in this module will prepare you for a more complex skill – the art of **NEGOTIATING** towards a WIN-WIN situation in business.

MODULE 4: FUNDAMENTAL TECHNIQUES IN HANDLING PEOPLE ESPECIALLY SUBORDINATES AND COLLEAGUES

- Don't criticize, condemn, or complain.
- Give honest and sincere appreciation.
- Communicating with subordinates.
- Communicating with colleagues.
- Handling generation gaps eg. Gen X and Gen Y
- Teamwork

MODULE 5: CONFLICT AND DISAGREEMENT IN BUSINESS COMMUNICATION

- Understanding Conflict
- The Role of Values
- Conflict Resolution Values
- Conflict Resolution Styles
- Selecting a Conflict Resolution Style
- Conflict Resolution Strategies
- Active Listening
- Tips for Active Listening
- Before Listening
- During Listening

MODULE 6: WAYS TO WIN PEOPLE TO YOUR WAY OF THINKING

- Trust
- The only way to get the best of an argument is to avoid it.
- Show respect for the other person's opinions. Never say "You're wrong."
- If you're wrong, admit it quickly and emphatically.
- Let the other person feel the idea is his or hers.
- Try honestly to see things from the other person's point of view.
- Be sympathetic with the other person's ideas and desires.

MODULE 7: SEEK TO UNDERSTAND, THEN TO BE UNDERSTOOD

- Different types of listening
- Emphatic listening
- Positive problem solving

MODULE 8: NON- VERBAL COMMUNICATION

- Body Language
- Physical Contact
- Physical Distance
- Presenting a Professional Image
- How the Business Environment Affects Communication

AUDIENCE

The Impactful Communications in the Transitions Program was designed to meet the expectations of employers from ANY industry and designed for all levels.