

## COMMUNICATION ESSENTIALS

### Overview

#### 2 Day Programme

- Understanding Communication
- Developing Assertiveness Techniques

#### One Month Later

- Presentation Skills

#### Total Programme Hours: 18

#### AIMS:

For participants to gain a practical insight into the essential processes of communication, develop assertiveness techniques and improve their ability to present themselves in a more professional and effective way.

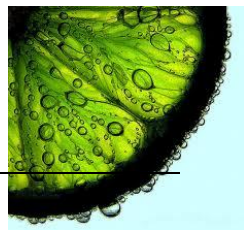
#### PROGRAMME DESCRIPTION:

We all take communication for granted – we must not. In today’s hectic world it is easy to become distracted and let our conscious attention slip – messages become mixed and we don’t notice until things have gone drastically wrong.

Competence in communicating professionally is pivotal to becoming an effective in your job. The days will focus on building knowledge and undertaking a variety of practical activities to fully embed the learning. Participants will leave feeling more confident in their ability to deal with a broad range of work-based scenarios.

In order to further enhance communication skills and confidence, the final day will focus on becoming a more effective presenter. How we present ourselves is absolutely critical to success and credibility, in all aspects of our lives. The day will look at how we ‘need’ and ‘would like’ to be perceived, how to convey ideas clearly, the tools and resources needed along with planning and delivering a number of presentations. Topics will range from work-based to personal interest. In order to ensure the learning has embedded from the first two days, participants will be asked to present the key elements they have learnt and how they have used this learning at work and/or in their personal lives.





## WORKSHOP SCHEDULE

### UNDERSTANDING COMMUNICATION (6 hours)

#### AIMS:

We all take communication for granted – we must not. In today's hectic world it is easy to become distracted and let our conscious attention slip – messages become mixed and we don't notice until things have gone drastically wrong. Therefore this workshop will give participants a practical insight into the essential processes of communication. Competence in communicating professionally is pivotal to becoming an effective Supervisor. The day will focus on building knowledge and undertaking a variety of practical activities to fully embed the learning. Participants will leave feeling more confident in their ability to deal with a broad range of work based scenarios.

#### LEARNING OBJECTIVES:

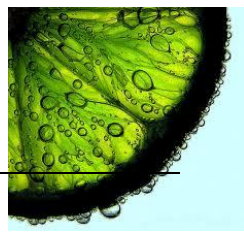
During this workshop participants will:

- Understand the importance of developing effective communications skills
- Look at the significant benefits to their role in terms of building relationships, trust, getting messages across with clarity, being understood ('words' and meaning)
- Gain an insight into the fundamental principles associated with communication - non verbal intelligence, tone of voice and the spoken word
- Be aware of listening as the foundation of all communication skills and undertake learning to retune themselves for conscious listening
- Focus on different types of communication in terms of positive and negative aspects – email, text/twitter, 1:1, meetings, grapevine, etc
- Identify the key barriers to effective communication and how they can tackle some of these
- Understand their personal style, personal impact & influencing style
- Develop a strategy for influencing people/situations in the future

#### APPROACH:

This workshop will be highly interactive using a range of trainer led discussion, group work, shared examples, case studies, expert talk and self analysis.





## WORKSHOP SCHEDULE

### DEVELOPING ASSERTIVENESS TECHNIQUES (6 hours)

#### AIMS:

Assertiveness is a basic communication skill, enabling people to be more confident and to say the right thing at the right time. Assertive behaviour can increase the chances of success in any human transaction. Therefore this workshop aims to develop an understanding with participants of the value of assertive behaviour and the differences between it and aggressive/passive behaviours. Participants will also be able to identify their preferred conflict handling style and how to make appropriate use of this technique, both at work and in a social context.

#### LEARNING OBJECTIVES:

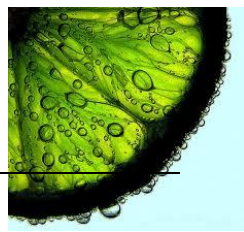
During this workshop participants will:

- Understand the difference between aggressive, assertive and passive behaviours
- Discuss the impact of these behaviours on themselves and others
- Start to feel more positive about themselves and increase their self esteem
- Understand how to become more confident in saying 'no' without feeling guilty
- Learn about the way to handle difficult situations
- Understand the range of conflict handling styles available to them
- Identify through self analysis their own preferred conflict handling style
- Be able to handle anger in themselves and others
- Practice a range of role play situations
- Understand how to take an objective approach to handling a variety of situations by focusing on the problem not the personality

#### APPROACH:

This workshop will be highly interactive using a range of trainer led discussion, group work, presentation, self analysis and exercises aimed at developing confidence and expertise. Participants will be asked to complete the Thomas Kilman Conflict Style Inventory before the workshop.





## WORKSHOP SCHEDULE

### PRESENTATION SKILLS (6 hours)

#### AIMS:

This workshop provides an introduction to the skills of planning, preparing and delivering an effective presentation. Participants will have the opportunity to identify their strengths & weaknesses against a background of understanding and valuing their current skills & knowledge. Areas for development will be identified followed by plenty of opportunities for learning and self reflection – these include practical activities underpinning key principles and approaches, personal feedback and video recording.

#### LEARNING OBJECTIVES:

During this workshop participants will:

- Discussed our impact in terms of personal and within the business, looking at how we 'need' and 'would like' to be perceived
- Understand why some people have personal impact and discuss our ability to create particular impressions, expectations and assumptions
- Understand the importance of securing an appropriate brief
- Be able to plan, structure and deliver a professional presentation
- Learn how to convey ideas clearly
- Discuss the tools and resources available to bring a presentation to life
- How to encompass multi sensory elements
- Feel more confident in controlling negative emotions
- Learn how to deal with questions

#### APPROACH:

This workshop will be highly interactive involving both individual and group presentation. Participants may find it useful to bring a work based topic to be used at the individual presentation stage. Materials can be used to construct a presentation but please do not bring pre prepared presentations. Participants will also be considering their learning from the first 2 days of this programme

