



CONVERSATIONS AND COMMUNICATIONS

Overview

Have you ever been left completely confused by a colleague? You asked them for some information and they have presented you with something completely different. You talked, they listened...right? So why haven't you got what you expected?

Effective communication is possibly one of the most important skills we can learn but because we do it every day we can presume we are good at it. These skills are fundamental to our success in most aspects of our lives and many roles require strong communication skills, especially those where we are responsible for leading and managing others.

Sometimes the conversations we need to have are difficult, and feel uncomfortable. By avoiding difficult conversations we trade short term discomfort for long term dysfunction. Most of the time it's better to have one difficult conversation than multiple conversations that avoid the truth & cause confusion.

Format

- Half day, face to face session
- Learning takes place through a mix of presentation, group and individual activities

Course Structure

- Listening & questioning skills
- Understanding body language
- How we can overcome communication barriers
- difficult conversations

Suggested Audience

The course would benefit anyone who has line management/supervisory responsibility as it will teach delegates the skills required to have effective and supportive conversations as well as increasing self-awareness on your own communication style and the impact this can have on others.



“ The biggest communication problem is we do not listen to understand. We listen to reply. - Stephen Covey - Author – 7 Habits of Highly Effective People, Educator & Professional Speaker ”