

The Art and Science of Communication

It is not unusual to hear people in companies say, “We have a communication problem here.” This one-day program will provide methods and information to analyze and improve your own communication and help you help others. We communicate in many ways: with our words, tone, eyes, and bodies to name a few. Understand the hidden meanings behind the various communication methods and devise strategies to communicate more effectively and avoid unnecessary conflict.

Audience: Management and HR Professionals

Prerequisites: None.

Number of Days: 1 day

1. Introduction to the communication model

What is communication?

Three steps of communication

Step 1: Prepare yourself and the other person

Step 2: Send your message

Step 3: Check for understanding

2. Increasing the effectiveness of each interaction

Building rapport

Encouragement

Expressive and receptive body language

Eight guidelines for expressing positive feedback

Credibility

Be direct without being rude

Positive phrasing

Telling a story

3. Communicating in difficult situations

Communicating in conflict

“I” messages and positive intent

De-escalate emotions

Dealing with extreme anger

Uncovering hidden agendas

Giving negative feedback

Receiving negative feedback