

# Employee Growth- A Two Day Course

## Communication Skills

*Effective Communication Skills that Builds Trust and Drives Great Results*

### WHO SHOULD ATTEND?

Leaders, managers, executives at all levels, and top talent in the organization that want to improve their communication competency so that they can get the very best results from their leadership, teams and colleagues in pursuit of maximum performance, efficiency and the organization's goals.

### COURSE DESCRIPTION

Communication is a key life and management skill. Great communication practice in any situation results in clarity, drive and less resistance to change (speed) which ultimately translates into great performance and great results. The need for effective communication at all levels of an organization is illustrated by the complexity and fast changing nature of the global environment. Mastery of effective communication practice is vital for clear direction and purpose that drive great results.

*Communication Skills* is a proven approach to effective communication practice that considers the fundamentals of the communication process with particular emphasis on style and approach as it is these areas that we often find communication fails. The program takes a holistic view of communication and introduces the delegate to the knowledge, skills and attitude required to effectively and confidently communicate at any level for trust, motivation and great results.

The program is well researched, knowledge-based and designed with the individual learner at the centre of the learning process which means that the course is extremely interactive and practical.

### COURSE OBJECTIVES

By the end of this course delegates will be able to:

- ✓ Determine effective communication style and strategy
- ✓ Determine the impact that communication has on performance
- ✓ Determine body language and how to use it in a positive way
- ✓ Determine how to manage difficult people or situations
- ✓ Develops communication skills that will allow delegates to:
  - Clearly set direction and purpose
  - Build trust with others
  - Motivate others to support your communication rather than resist
- ✓ Develop active listening and response skills
- ✓ Develop and practice key interpersonal communication skills
- ✓ Produce drive to self-develop in communication
- ✓ Produce positive impact on the overall performance of each delegate and the organization

### DAY 1 • COMMUNICATION FUNDAMENTALS

#### Communication

- What is Communication?
- Communication Dynamics
- Verbal and Non Verbal

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- The Benefits of Effective Communication

### **Communication Style**

- Effective Communication Style
  - Attributes and Barriers
  - The 7 C's of Communication
- **Activity: "Self- Assessment"**  
Complete a self-assessment questionnaire. Result establishes the individual's major strengths and weaknesses in communication that will be used later as a basis to set a personal improvement goal.
- Your Behaviour (Identity Iceberg)

### **Communication and Working with Others**

- The Importance of Communicating Your Plans
  - Vision, Mission (Your Guide) and Values (Rulebook)
  - Change and Alignment
- Communication to Build Your Presence
  - First Impressions
  - Influence and Consensus Building
- Communication and Individual Performance
  - Goal and Objective Setting
  - Control
- Communication and Conflict
  - Managing Conflict Assertively
  - The Benefits of Managing Conflict Well
- Interpersonal Communication

### **Communication Tools & Techniques**

- The Options to Communicate
  - 1-1; 1-Group; email; telephone, video etc.
- Pros and Cons of Each Method
- Communication and Your Resources

## **DAY 2 • COMMUNICATION AND TRUST**

### **Communication and Trust**

- What is Trust?
- Communication versus Trust
- Developing Trust
  - Group Communication; Group Interaction; Active Listening and Body Language
- The Benefits of Developing and Maintaining Trust

### **Group Communication and Interaction**

- Group Dynamics
- Group Decision Making
- Effective Communication Practice in Groups
  - The Benefits of Synergy

### **Body Language**

- Body Language
  - Positive and Negative Body Language
- Postural Echo
- The Benefits of Effective Body Language

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**Active Listening**

- What is Active Listening?
- The Benefits of Active Listening

**Assertive Behaviour**

- What is Assertive Behaviour
- Powerful Questioning
- The Benefits of Assertive Behaviour

**Communication and Motivation**

- Video- Daniel Pink “Drive- The surprising truth about what motivates us”

**Other Essentials of Communication**

- Giving and Receiving Feedback
  - Coaching and Mentoring Practice
  - Performance Appraisal Techniques
- Self-Regulation

**Key Learning Review**

- Group discussion and professional feedback to consolidate key learning. Delegates will leave the day with a list of development activities to improve their communication competency back at work.

**IN ADVANCE**

Each delegate will be asked to complete a pre-course questionnaire to determine their individual learning objectives. These will be used by the trainer to give on track training that is focused on the individual learner attending.

The most appropriate training format, content and approach for this course will be discussed with you prior to the start of your course.

**ON-TRACK FOR GROWTH**

The individual leaves this program with a **personal action plan** to encourage immediate transfer of training to the job.

**EVALUATION TO ENSURE CONSISTENT QUALITY**

All our courses are evaluated at Kirkpatrick’s Reaction and Learning levels as part of our quality control process as follows:

**Level 1- Reaction- Training Course Evaluation Form**

This training course evaluation form is used to maintain and improve the standards of our training courses.

**Level 2- Learning- Pre and Post Training Test**

The test is confidential and used to evaluate our training, **not the delegate**. The results help us answer the question “Did people learn what we wanted them to learn from the training?” This test is run at the beginning and at the end of this training course.

**The Whole Thing** can help properly position and align all learning and development with business priorities to ensure that effective evaluation is possible. We encourage all our clients to agree measures prior to any intervention so that return on investment (ROI) and process gets attention.

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Please contact **The Whole Thing** to explore the many ways that we can help you.

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