

Essential Communication Skills

one-day
fast paced
course

- ▶ **Learn how to avoid being manipulated by hostile or aggressive people**
- ▶ **Understand the importance of 'outcome thinking'**
- ▶ **Master communication tools that will help you deal effectively with peers, managers, employees, suppliers and customers.**

Learn how to communicate with clarity and confidence.



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Essential Communication Skills



Overview The focus of the course is on improving interpersonal skills when dealing with people on a 'one to one basis'. Participants will learn how to listen fully so as to understand other people's viewpoints and how to put their own point of view clearly and succinctly. They will also learn how to adapt their own personal style to take account of the needs of their listeners.

Learning objectives

By attending this highly interactive one-day course you will:

- ▶ **Gain an insight into the 'golden rules' and guiding principles of effective communication**
- ▶ **Understand the underlying patterns that are influencing the outcome of a conversation**
- ▶ **Use the concept of 'position perception' to get a rounded view of what is happening during a meeting**
- ▶ **Acquire specific assertiveness and influencing skills to help you make your point firmly but politely**
- ▶ **Master powerful techniques for communicating on the phone or via email**

Who should attend?

Any employee who wants to have a thorough refresher course on how to communicate effectively. Also those who have had little formal skills training and who wish to acquire a methodical and professional approach to communicating persuasively with others.



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The inner game of communication

The phrase the **'inner game'** is a term borrowed from sports psychology. It is a reference to the fact that what is going on inside a person's head (their state of mind) is crucial to good performance. Here we consider the role perception and beliefs of expert communicator.

- ▷ Examining your current beliefs
- ▷ Reviewing expert beliefs
- ▷ Making changes that you feel are appropriate for you

▶ **Exercise:** *applying the 'affirmation technique'*



Understanding Transactional Analysis

In the 1960's Eric Berne developed a model of personality, which he called Transactional Analysis [TA]. We can use **Transactional Analysis** to recognise and understand our own thoughts, feelings and emotions and these insights can develop an understanding of how habitual thought patterns affect the way we communicate.

- ▷ Understanding ego states
- ▷ Charting transactions
- ▷ Ulterior transactions - the hidden message
- ▷ Attack patterns and the structure of manipulation
- ▷ Handling criticism technique

▶ **Pairs exercise:** *series of pair's exercises on assessing ego states*

and charting transactions



Testing for understanding

Checking that you have fully understood the other person's point of view and that they have understood you

- ▷ Position perception (learning how to step into the other person's shoes)
- ▷ Summarising
- ▷ Remaining silent
- ▷ Observing non-verbal behaviour

▶ **Exercise:** *role-play on Position perception*



Outcome based communication

Communication tools for putting your point of view across in a firm, clear and polite manner.

- ▷ Well formed outcomes
- ▷ Behaviour labelling
- ▷ Being specific
- ▷ 3 step assertive technique

▶ **Pairs exercise: series of pair's exercises to reinforce the tools for outcome based communication**

**Gaining acceptance**

Making it easy for the other person to listen to you and accept your point of view.

- ▷ Matching and leading to establish rapport
- ▷ Sensory based language
(how to use sight, sound and emotion to make your point)
- ▷ Broken record
- ▷ Workable compromise

▶ **Pairs exercise: series of pair's exercises to practise the tools for gaining acceptance**



Remote communication



How to apply the tools of outcome based communication, testing for understanding and gaining acceptance to speaking on the telephone and writing emails.

- ▷ Behaviour labelling on the phone
- ▷ Tag questions
- ▷ Three steps and email messages
- ▷ Being specific and concrete in your writing

▶ **Pairs exercise:** *series of pair's exercises to practise the tools for remote communication*



Feedback

Feedback is based upon peer review using a BMC assessment checklist. Completing the BMC assessment checklist is not only valuable to the people involved in a given case study, it also helps those completing them to gain an in-depth understanding of the building blocks that make up an excellent negotiation meeting.

Contact

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