

Communication Skills



INTRODUCTION

Have you ever wondered why it seems so difficult to talk with some people and so easy to talk with others?

Can you recall an occasion where you met someone for the first time and immediately liked that person? Something about the individual made you feel comfortable.

A major goal of this course is to help you understand the impact your communication skills have on other people, and how improving these skills can make it easier for you to get along in the workplace.

TARGET AUDIENCE

This course is ideally suited for anyone working in business and those who would like to improve and test their communication skills.

COURSE OBJECTIVES

This course will help you teach participants how to:

- Identify common communication problems that may be holding them back
- Develop skills in asking questions
- Identify and Practice different body language
- Develop skills in listening actively and empathetically
- Enhance their ability to handle difficult situations
- Deal with situations assertively

COURSE CONTENTS

- The Ten Commandments of Positive Relationships
- Communication
- Body Language
- Johari Windows
- Five Approaches to Relationships