



Communication & Interpersonal Skills

Course Overview

Effective communication is an important aspect of all jobs and vital to the success of every organisation. Misunderstandings, mixed messages and misconceptions lead to a multitude of problems and can cost millions. This practical one day course will make participants aware of the importance of good communication and help them improve their skills in everyday situations, including times when interpersonal conflict occurs.

Who should attend

Anyone who wishes to improve their communication skills and to deal more confidently and effectively with interpersonal conflict.

Course Objectives

By the end of the course participants will be able to:

- Explain the communication process and why problems occur
- Identify own strengths as a communicator as well as areas to develop
- Recognise different communication styles and their possible effects
- Use a range of communication skills to engage better with others
- Outline strategies for dealing with interpersonal conflict
- Build stronger working relationships and achieve more through being an effective communicator

Course Content

- Definitions of effective communication
- Identifying common problems caused by poor communication at work
- Model of the communication process

- Recognising barriers to effective communication and ways to overcome
- How perceptions differ from one person to another
- Communication methods and their suitability
- Key questions when preparing to communicate – who, what, why, where, when, how
- Overview of communication skills
- Developing and practising listening skills
- Recognising the power of questions and developing questioning skills
- Understanding the importance of body language and rapport with others
- Awareness of own body language and how it affects communication
- Different communication styles and their effects on interpersonal relations
- Recognising own style and how it is likely to affect others
- Emotions and learning to control them
- Strategies for dealing constructively with interpersonal conflict
- Practical activities to develop skills and confidence
- Personal action notes

Reviews

“Content relevant, showed my faults and ways to deal with them. Very effective delivery using various examples and methods to put issues over.”

DT, Moredun Research Institute

“Very good course in all aspects.”

LG, Moredun Research Institute

“Thought it was useful and gave good insights.”

SH, NHS Scotland