

Communication is the secret to success in high-pressure environments. How do we respond quickly and effectively to others' requirements while focusing on our own business goals? How can you ensure everyone in the team shares the same message? What do our customers really want? The way we speak, and the way we behave, all say volumes about what's going on inside our heads. And it all adds up to better communications.

Your Workshop Leader: Tony Bray

LEARNING OUTCOMES

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

- Ensure that manager/customer expectations of consistently high service are not marred by poor communications.
- Minimise disruptions to the smooth running of the operation by ensuring other staff understand what we require of them.
- Communicate more effectively in a variety of formal and informal working environments.
- Confidently handle conflict and negativity to achieve positive outcomes.
- Interpret peoples' hidden feelings through being more sensitive to body language signals.
- Take greater responsibility for their contribution to overall business success.

SKILLS AND TECHNIQUES

- The relative importance of Words, Music and Dance.
- Raising issues in a precise and non-confrontational manner.
- Giving clear and precise instructions.
- Asking appropriate questions to find facts or influence people.
- Influencing people to achieve positive outcomes.
- Turn negativity into a positive force.
- Understanding what causes conflict and how to manage it.
- Working effectively across shifts.

Outline Programme

What causes communication breakdowns?

- Our perceptions and assumptions
- Other peoples' attitudes.
- Time and pressure.

The way we communicate

- Words – what we say.
- Music – the way we speak.
- Dance – our body language.
- Interpreting other peoples' hidden signals

Giving clear directions and instructions

- **S** – Situation
- **M** – Mission
- **I** – Implementation
- **L** – Logistics
- **E** – Extra information?

Resolving conflict positively.

- Understanding our natural styles.
- Being sensitive to others.
- Saying 'No' without causing offence.
- The Thomas-Kilman resolution model.

Asking appropriate questions

- Open, closed, leading and reflective.
- Situation-Problem-Effect
- The questioning fingers.

Skill practice sessions

- Try out the techniques in real situations.
- Use industry-specific case studies.
- Give and receive open feedback.

Put it to the test!

- Challenging communication task

Personal action plans

- Commit to specific changes

WHO SHOULD ATTEND

Any staff or managers with internal and external customers, or people involved in creating customer satisfaction. Will also be of benefit to people involved in purchasing or who manage their office department or site.



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