

This is a course aimed at all those who depend on effective communication skills to influence, negotiate, facilitate, lead and manage. Materials, exercises and examples are selected from the book *If You Take My Meaning* (1994) jointly authored by Richard Ellis, and his most recent text *Communication Skills for the Professional* (2002).

Your Workshop Leader: Richard Ellis

LEARNING OUTCOMES

The aim of this workshop is to:

- develop participants' understanding of how our communication skills and styles can impact on our effectiveness
- provide a range of ideas, techniques and approaches to help participants enhance their communication skills

KEY TOPICS

- Critical examination of models of communication – what works and why
- Defining interpersonal skills
- Identifying personal communication styles and being alert to those of others
- Examining the attitudes and expectations of those we communicate with
- Enhancing our listening skills
- Transactional analysis as a technique to enhance our sensitivity to others' communication and our own
- Handling conflict
- Communication strategy: selecting the appropriate channel/s of communication – upward, downwards and lateral flows

WHO SHOULD ATTEND

Those who are involved in communication development/strategy within their organisations, those who are involved in communicating to internal/external audiences and those whose work demands a high level of competence in communication.

Outline Programme

Welcome and Introductions

Our role/s as communicators

Defining interpersonal skills

Examination of models of communication and what these reveal

Our communication style and those of others
– exercise

Feedback and Discussion of implications

Active listening

- ways to improve our listening
- exercise

Aspects of non verbal communication

Exercises in listening and responding

Transactional Analysis

- introduction

Exercises using TA to test out the applications

Feedback on exercises

- giving and receiving criticism
- discussion of implementation of TA in the workplace

Handling Conflict

- using our interpersonal skills to help resolve conflict

Analysis

- short questionnaire
- discussion of results and implications

Action Planning

- taking the ideas from the course into work
- our personal agenda

Close of Workshop



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