



# **MJM Business Solutions Limited**

## **Management Training and Consulting**

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### **COMMUNICATION SKILLS**

**4 Days**

#### **Executive Summary**

The ability to interact with people effectively is vital in business today. Are you confident your people have the skills and knowledge needed? We all know how demanding and challenging effective interpersonal communication can be.

This is a lively and interactive one day workshop that covers all areas of communication and uses a number of exercises to build skills. Delegates will get the opportunity to practice their newly acquired skills in a "safe environment" enabling them to succeed in their role.

At the end of the course participants will have an understanding of how other people may react in certain circumstances as well as understanding their own abilities to communicate more effectively.

#### **Who Will Benefit?**

Those who need to deliver clear, easily understood messages and build effective working relationships with people at all levels. Good interpersonal and communication skills ensure co-operation from others clearing the way to future success.

#### **Objectives**

- Enhance relationships with others.
- Understand your interpersonal style and how you are perceived by others.
- Increase awareness of your sensitivity to the styles of others.
- Develop a range of interpersonal skills.
- Develop confidence when interacting with others.

#### **Learning methods used**

Instructor led facilitation. This seminar is designed to be highly practical, interactive, hands on and fun. The event will be a mix of exercises, pair work and small group discussion. In addition to sharing ideas, tools and tips delegates will receive work books with comprehensive notes.

# Seminar Outline

## Introduction and Welcome

### Communication

- What is it?
- How does it work?
- Barriers
- The Johari Window

### Personal Awareness

- How are you perceived by others

### Communication Styles

### Visual, Auditory and Kinaesthetic Language

### Effective Interaction

- Personal Authority
- Building Relationships
- Building Rapport
- Building Trust

### Listening Skills

- Hearing and Understanding
- Effective Listening

### Questioning Skills

- Questioning Styles
- Enhancing the interaction

### Being Persuasive

- Reason and Logic
- Gaining Commitment

### Communication Techniques

- Clarity and Brevity
- Group Communication
- Difficult messages
- Effective two way communication

### Managing Conflict

- Healthy Confrontation
- Personality Clashes
- Managing Difficult People

### Influencing Styles

### Action Planning

- Plan and discuss what they will do on the return to work

## **Methodology**

Our programme is designed to be highly practical, understandable, hands on and fun We will be using case studies and scenarios. In addition to giving ideas, principles and theories we will give delegates methods, tools, tips, techniques and strategies that will allow them to raise their understanding about all aspects of customer service

By the end of the course you will have a good understanding of the importance of good communication and interpersonal skills

Our trainers bring with them a wealth of experience in the subject. Our approach is professional and relaxed to quickly build confidence, delivered by trainers who have consistently exceeded expectations in their own careers. We expect participants to be fully involved in the process, be enthusiastic and work hard to change their behaviours and to incorporate new learning.