

# Communications - Making Connections

Effective communication is pivotal to building and maintaining lasting working relationships. This course will provide you with techniques to communicate effectively with others, make the most of your interactions and achieve your desired outcomes. By connecting with others, you can ensure that your message is heard, understood and responded to.

## Snapshot

Duration: 1 day

## Learning Outcomes

At the end of this program you will be able to:

- Describe the filters and fears that affect and restrict your communications
- Identify and describe different communication styles
- Outline the importance of cultural differences to effective communication
- Manage your own perceptions and the perceptions of others during interactions
- Outline the Three Vs of communication and their impact on how we are perceived by others
- Apply empathic listening techniques and questioning to ensure understanding
- Articulate the benefits of communicating assertively
- Apply techniques for making effective requests and promises

## Course Content

### Setting the Context

- Introduction
- Learning outcomes
- Participant objectives

### Understanding Communication

- Why do we communicate?
- Can we define communication?
- The dance of communication
- How do you communicate at work?
- Communication awareness

### Communication Styles

- Communication styles
- Structuring a communication using 4MAT
- Knowing your audience

### The Role of Perceptions The 5 sins of communication

- Perceptions
- Influencing the perceptions of others
- Managing your perceptions

### Techniques to Ensure Understanding

- Levels of listening
- Becoming an empathic listener
- Using questions to ensure understanding

### Assertive Communication

- The importance of being assertive
- Saying "no" graciously
- Making effective requests
- Promising
- Asking someone to dance

### Action Plan

- Planning to apply new skills and knowledge at work
- References and further reading