Mastering the Art of Effective Communication

Effective Inter-personal & Communication Skills

Course Objectives:

- To understand the significance of EI in communication and how it can highly affect your relationships
- Build and leverage your communication skills with Social Intelligence
- Understand the different personality types and learn how to deal with each
- Get results working with different and challenging personalities
- Acquire flexibility to gain collaboration with your team
- Apply proven skills to communicate effectively and develop your network
- Enhance listening skills to avoid misunderstanding
- Eliminate communication roadblocks
- Deliver constructive feedback to ensure successful outcomes and results
- Communicate with assertiveness
- Exercise Empathy and understand the perspective of others.

Programme Details:

Duration: 3 Days

Who Should Attend:

- Managers & Supervisors
- Team Leaders & Team Members
- Professionals seeking personal development
What will you Gain:
By the end of this course you will be able to:

- Evaluate your strengths and weaknesses in communication, and enhance your current level of emotional intelligence
- Understand and manage your emotions; how they affect others and how their emotions affect you
- Overcome personal beliefs that might be holding you back
- Stay flexible in the wake of change and work with different personalities and communication styles with ease
- Improve personal and professional relationships through interpersonal mastery
- Reduce stress and increase productivity through constructive use of emotions
- Empathise and respect different cultures, and overcome any communication barriers
- Decode body language cues and read between the lines.

Course Content:

Emotional Intelligence and Effective Communication
- Why EI matters more than IQ in communication
- Inter and intra Personal Communication
- What smart professionals know
- Apply multiple intelligence while communicating
- Self-awareness and the importance of internal communication
- Evaluate your personal style and development areas
- Flexibility - the key to successful communication

Communication and Interpersonal Mastery
- Understanding different personality types
- Practice communication with different types
  - Written Communication
  - Phone Communication
  - Face to face Communication
- Are we “difficult” or “different”?
  - How different types get hijacked
  - Respect and the different perspectives

Strategies of a Skilled Communicator
- Establishing rapport by matching and mirroring
- Tools for active listening
- Communicating through silence
- The Mehrabian’s communication model
  - Verbal communication
  - Non-Verbal communication
  - Impact of body language

Understanding roadblocks in communication
- Navigating through cultural boundaries
- Working constructively with emotions (the 4 social fears)
- Assertiveness and Aggressiveness in the workplace
- Aligning your body language to your message.