



Communicating with Purpose

Course Duration 1 Day

Course Objectives

At the end of the course participants will be able to:

- Define effective communication & identify the components of communication
- Identify and overcome barriers to communication including emotional barriers
- Use effective and definitive language to communicate with assertiveness
- Communicate with different people
- Listen effectively and ask effective questions at the right moments
- Show empathy, develop rapport and communicate with others

Course Outline

Communication

- What is communication
- What is effective communication
- The process of communication

Components of interpersonal communication

- Communication components
- Word choice
- Effective words
- Voice
- Body language

- Style of dress
- Personal space

Communication Barriers

- Cognitive dissonance
- Emotional
- Jargon
- cultural
- Personalities
- Perceptions

Assertive communication

- Becoming assertive

Listening skills

- Listening habits

- Listen to understand
- Demonstrate listening

Objectives

- Communication objectives

Questioning skills

- Question types
- Uses for questions

Rapport & Empathy

- Showing empathy
- Developing rapport

Target Audience

Those wishing to enhance their communication skills in the workplace which enables effective communication while developing lasting business relationships.