



MASTERING INTERPERSONAL COMMUNICATION SKILLS

OVERVIEW

Communication is the basic thread that ties us together. Through communication, we make known our needs, our wants, our ideas, and our feelings.

The better we are at communicating, the more effective we are at achieving our objectives. It is almost impossible to be productive in the workplace without being an effective communicator.

OBJECTIVES

By the end of the workshop, participants will be able to:

- Recognize the importance of communication at both the personal and professional levels;
- Understand the communication process and state its elements;
- Identify the major problem areas in the communication process;
- Differentiate between the different forms and types of interpersonal communication
- Recognize the importance of empathic listening in the communication process;
- Use questioning strategies properly
- Realize the significance of body language in transmitting and understanding messages.
- Learn different feedback techniques.

OUTLINE

I. Defining Interpersonal Communication: Building Blocks

- ✓ Defining communication and the communication model/process
- ✓ Barriers to effective communication
- ✓ Defining perception and its impact on communication
- ✓ Clarity vs. assumptions
- ✓ Difference between attitude and behaviour

II. Types of Communication

- ✓ Verbal communication
- ✓ Non-verbal communication
- ✓ Body language
- ✓ Voice and pitch
- ✓ Appearance

III. Elements of Effective Interpersonal Communication

- ✓ The art of asking questions
- ✓ The major types of questions
- ✓ Questioning strategies

III. The Listening Process

- ✓ Blocks to listening
- ✓ Levels of listening
- ✓ Empathic Listening

Delivering Feedback

- ✓ You vs. I messages
- ✓ Objective specific feedback
- ✓ Trigger statements in feedback
- ✓ Creating safety zones
- ✓ Behavior-based feedback



Duration

Two days

Target Audience

All Levels

Tools

Video, Role Plays, Group Discussions.