

# Effective People and Communication Skills



Category: *Communication*

Communication skills form the basis of all our relationships. Through an understanding of your own personal communication style and the styles of others, you will enhance your ability to create lasting impressions. This course will equip you with the skills to listen effectively, provide constructive feedback and communicate with confidence.

## Duration

1 day

## Course Objective

This course provides you with a range of communication techniques and strategies to become a more effective and confident communicator. With this understanding, you will be able to enhance working relationships.

## Who Should Attend / Target Audience

This course is aimed at anyone who wishes to attain a higher professional level of communication skills.

## Learning Outcomes

- Recognise the importance of effective communication in various situations.
- Understand that communication is a multi faceted process.
- Understand that speech is an important tool for thinking, learning, and communication.
- Identify listening as an active, constructive process practise the behaviours of effective, active listeners
- Have a basic understand of NLP.

## Related Courses

- Assertiveness
- Writing Skills
- Negotiation Skills
- Dealing with Difficult Behaviour

## Next Level Course

Supervision & Management of People

## Availability

In House  Closed Group  Public

Version: 4/1/10

## Course Content

**Personal Insight Profile Indicator** - Gain an insight to your own communication skills with this self-assessment tool.

**Your communication experiences** - Examine examples of effective/ineffective communication.

**Feedback** - Distinguish 'good' feedback from those types of feedback which can be unhelpful and sometimes harmful.

**Barriers to communication** - By being aware of the barriers to communication you can work on minimising them and plan ahead to overcome them.

**A framework for understanding non verbal communication** - Discover how non-verbal communication is used for negotiating interpersonal attitudes and sometimes to substitute the verbal message.

**Rapport** - Having a commonality in perspective is imperative in building relationships.

**Obstacles to listening** - Understand how we commonly cause unintentional obstacles in our communication.

**Effective listening** - Develop your listening and responding skills to maximise mutual understanding.

**Questioning skills** - Implement the characteristics of good questioning techniques.

**How to say "no"** - Using alternative words to saying "no" whilst maintaining a good relationship.

**Introduction to NLP** - Develop an understanding of how people 'tick'.

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