

1 DAY

# EFFECTIVE PEOPLE & COMMUNICATION SKILLS

**ODYSSEY**  
TRAINING™

An SGS Company



COMMUNICATION COURSE

## LEARNING OUTCOMES

- Understand your communication style and how you can adapt it to work more effectively with others.
- Identify and remove barriers to effective communication.
- Manage your nonverbal signals to enhance your communication.
- Practise key techniques that will help you listen more effectively.
- Develop smart questioning skills to get the information you want and need.
- Understand the impact that positive language can have on others.

## CORE COMPETENCIES

- **Approachability**
- **Listening**
- **Interpersonal Savvy**
- **Understanding Others**

## COURSE OVERVIEW

Effective communication forms the basis of successful relationships, but it involves more than just speaking or listening well. To communicate effectively, you must adapt in response to particular people and situations, and this requires a willingness to develop your self-awareness and people skills over time. This course will equip you with the skills to communicate with confidence and improve your workplace relationships through an increased understanding of yourself and others.

## TOPICS COVERED IN THIS COURSE

### TICK Personal Insight Profile Indicator (PIPI)

The PIPI questionnaire report gives people insight into how others perceive them. It highlights the need to adapt your approach and communication channels to suit different types of people and build stronger, more trusting relationships.

### Reflecting on your communication experiences

In this topic, you will consider experiences you have had with effective and ineffective communication and learn practical ways to identify and close communication gaps.

### How to improve your communication with work colleagues

Using your knowledge of the TICK profile, you can understand others better and distinguish how well your message is understood by those with different communication styles.

### Barriers to communication

Minimise your barriers and improve your communication with others.

### The three Vs of communication

Understand the impacts and importance of visual, verbal and vocal communication.

### Why nonverbal communication is so important

Discover the true extent to which nonverbal communication affects the receiver's interpretation of verbal messages.

### Effective listening

Break out of old habits and develop new behaviours to implement the five key techniques of effective listening.

### Obstacles to listening

We all fall victim to one or more of the obstacles to listening at different times in our daily lives. Learn what they are and how to overcome them.

### Develop better questioning skills

Practise using open, closed, and clarifying questions, and learn to frame questions appropriately to get the best information.

### How and why to use positive language

Build your awareness of the impacts and prevalence of negative language within your environment and practise choosing the right phrases so you can use positive language to influence people's actions.

Practical, relevant training developed for the Australian workplace.

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