

## Advanced Communication Skills

Duration: 1 day

### Overview:

This course builds on Assertiveness techniques you will have learned in our Essential Communication Skills or Assertiveness in the Workplace courses. There is a brief revision component of these two courses to make sure everyone is starting at the same level. We then move into mastery, refining skills to enhance your communication impact.

### Target Audience:

The program is designed for multi-faceted audience who are adept at the foundations of assertive communication, can already give constructive feedback and who wish to enhance their current skills.

### At Course completion:

Upon successful course completion of this course, students will be able to:

- Revise Essential Communication foundation skills
- Interact with individuals who display a specific communication style and communicate using various verbal and nonverbal modes of communication
- Identify the elements that influence first impressions and establish trust and credibility with others to build positive relationships
- Identify the types of ineffective manager/leaders and use different techniques to deal with them
- Identify the guidelines for communicating with colleagues

### Session One: Course Overview

#### Session Two: Our Journey So Far

- Current Sticking points
- Assertiveness Overview
- Dealing with difficult situations exercise
- DiSC Overview
- Empathy exercise

#### Session Three: Different Types of Difficult People

- Aggressive
- Passive – Aggressive
- Non- Assertive
- Exercise

#### Session Four: Communications at Different Organisational Levels

- Sub- ordinates
- Colleagues
- Managers
- Outside: Customers and Vendors

#### Session Five: Building on the parts of communication

- Body Language
- Voice
- Words

#### Session Six: What we say before we say what we say

- Ways to bridge
- Exercise

#### Session Seven: Trust

- What is trust?
- Why is trust important?
- What might get in the way?

#### Session Eight: Establishing Credibility

- The tripod of influence

#### Session Nine: Wrap and Recap

- Goals from the session