
communication Skills

PROGRAM OVERVIEW:

This workshop is full of practical strategies for improving the quality of your communication with anyone. You will learn effective communication strategies for overcoming common communication barriers as well as essential skills like active listening, the masterful use of voice and tone, investigative questioning skills and the importance of personal body language as well as interpreting the non-verbal communications of others.

Utilising the DISC Profile Assessment Model, you will learn about your communication style as well as other styles and how to engage others in an entirely new way that provides a path to enhanced communication, better connections and improved self-confidence.

KEY LEARNING OUTCOMES:

Participants will:

- Identify and understand their individual behavioural style and communication preferences using the DISC profile assessment.
- Learn to recognise other people's DISC communication styles and preferences.
- Learn to adjust their own communication approach based on who they are communicating with, the need and the situation.
- Understand barriers to effective communication and how to mitigate them.
- Learn to use body language and tone of voice to get a message across.
- Examine the effectiveness of their written communication and identify ways to improve.
- Learn how to listen and engage with others more effectively.
- Gain valuable insights by asking open-ended questions and paraphrasing for clarity.
- Understand their own conflict style and how to influence others best positively.
- Apply a variety of techniques and strategies for communicating more effectively in the workplace.

DURATION:

- This is a full-day course which can be tailored to a half-day workshop.

PROGRAM PREREQUISITES:

There are no prerequisites for this course.



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DETAILED PROGRAM OUTLINE:

Module 1: Introduction to Communication Skills

- What is effective communication?
- Skills and capabilities of the best communicators
- Barriers to communication

Module 2: Non-verbal Communication

- Being present and building rapport
- Body language
- Vocal techniques
- Written communication

Module 3: DISC Profile Assessment Model to Understand Communication Styles

- Understanding individual styles and preferences when communicating
- Strengths and development areas of your style
- How to communicate more effectively with other styles
- The importance of behavioural flexibility

Module 4: Building Relationships

- Understanding mental filters
- Differing perceptions and perspectives
- Listening to understand
- Questioning to build engagement
- Paraphrasing for connection and clarity

Module 5: Fostering Collaboration

- The role of empathy in communication
- Building Trust
- Overcoming disagreement

Module 6: Self-reflection and Action Plan

- Learning Transfer - implement and embed the learning

