Skills of Communicating and Dealing with Others

Individual and team success depends upon the ability of individuals to communicate with others, face to face, as well as virtually. Every interaction with another person determines how you are perceived and every interaction is an opportunity to develop trust and exert positive influence. Whether presenting one to one or to an audience of one thousand, conveying information to a project team or delivering a difficult message, communicating effectively is one of the most powerful skills for achieving your objectives.

This course develops your ability to focus on your outcome, tune in to your audience and develop your message for clarity and impact. Your ability to create an environment for open discussion and ongoing dialogue is crucial for communication success. The communications skills covered in this course will increase your ability to exercise choice and control for every type of conversation, influence with out authority and improve quality of relationships and productivity.

Who should attend

Individual contributors, Managers, Team leaders, whose success depends on their ability to communicate clearly, to be understood and to influence how another person performs, and create positive working relationships.

What you will learn

- Goals for Specific Communications — define your goals and then the most effective methods of delivery
- The Communication Process — understand the six step process
- Foundation Tools — for setting the stage for successful communications, one on one and with groups
- Barriers to Effective Communications — identify and develop methods to break down those barriers
- Communication Skills — learn how to combine the four key elements and the five basic skills to communicate with impact
- Influencing Techniques — expand on communication skills, using techniques and strategies to influence others behaviors and develop more collaborative working relationships
- Planning a Communication Strategy — identify your communication outcome and plan the best approach for achieving positive results
- Face to Face and Virtual Facilitation/Meeting Communication Skills — learn to communicate and facilitate effective group interactions

Course Outline

Foundation Tools

- Set clear communication objectives
- Establish clear understanding of roles
- Clarify the requirements and process that is most effective to achieve communication outcomes
- Identify and utilize common ground for successful interactions
- Team Exercise

The Communication Process

- Stages of Communication
- Prepare the message
- Match the message
- Deliver the message
- Barriers to communication
- Communication Exercise-Case Studies

Communication Skills

- Choice and Control
- Emotional Intelligence
- Four Key Components
- Developing Trust
- Gaining Rapport
- Outcome Thinking
- Listening for understanding
- Expressing without Provoking
- Questioning for Specifics
- Summarizing

Influencing

- Expanding the Skill Set
- Influencing Framework
- Guidelines
- Personal Needs and Motivations
- Influencing Strategy
- Influencing Exercise-Planning and Practice

Challenging Situations Understanding and Managing Conflict

- Communicating Non-Defensively
- Communicating Exercise-Real Plays
- Facilitating Team Communications
- Dealing with Dreaded Behaviors
- Team Exercise-Difficult Situations

Summary and Action Plans

- Lessons learned and plans for ongoing development