



## Advanced Communication Skills

### Who should attend?

Employees, supervisors, senior and middle managers who already have good communication skills and want to take them to the next level by developing

### Course outline

#### Defining Effective Communication

- Myths in Communication
- Elements of Our Communication with Others
- Using Different Communication Windows
- Identifying Communication Styles
- Characteristics of Effective Communicators
- Communicating within Teams
- Organizational Communication
- Communication Styles in Different Team Stages

#### The Art of Listening

- The Personal Listening Profile
- Identifying Listening Approaches
- Active Listening Techniques
- Effective Listening and Paraphrasing
- The Use of Clarification Techniques
- Guidelines for Effective Listening

#### Understanding Other's Filter Systems

- Internal Representational Systems
- Six Main Filters
- Eliciting Meta Programs
- Understanding Thinking Patterns through Eye Movement
- Building Rapport with Others
- Using Questions as Probes



## Assertiveness Skills

- Definition of Assertiveness
- The Power of Self Talk
- Assertive Rights and Corresponding Responsibilities
- Learning How to Say *No*
- Feedback and Assertiveness
- Ten Activities to Practice Assertive Behavior

## Influencing Others

- Secret of Influencing
- Areas of Influencing
- What Makes an Effective Influencer
- Influencing through Rapport
- Bases of Power
- Sources of Individual Power
- Understanding Influencing Styles
- A Recipe for Successful Influencing
- Influencing Different Personalities

## By the end of the program, participants will be able to:

- Identify different approaches to interpersonal relationships.
- Improve organizational communication.
- Discover different personal listening styles.
- Develop skills in building rapport with others.
- Practice and use assertiveness skills in different situations.
- Assertively say *No* and disagree with others.
- Enhance the ability to influence different personalities