



COMMUNICATION
EFFECTIVENESS

Communicating for Results



COURSE SPECIFICATIONS



FORMAT

- In-house



DURATION

Training is given in one day (6 hours)

(The content and the duration of this session can be adapted for a personalized on-site training.)



TARGET AUDIENCE

Frontline employees and service staff with back-up or support roles who wish to improve their communication skills and maintain satisfying personal relationships.



DELIVERY METHOD

Instructor-led, group-paced, classroom-delivery learning model with structured, hands-on activities. Participants' experiences are used as support to put new notions into action.

Highly personalized and interactive approach, the groups are limited to 15 participants.



LANGUAGE

Available in:

- French
- English



CERTIFICATION

Training Certificate



Tél. : 514-365-8397



Fax. : 514-365-8940



info@solutionsandco.com



www.solutionsandco.com

DESCRIPTION

Communicating for Results teaches participants the attitudes and techniques that are essential to a constructive communication. Participants will find out how to communicate in order to encourage collaboration and solve problems and conflicts more effectively.

OBJECTIVES

ALLOWING THE PARTICIPANT TO:

- Communicate effectively.
- See communication techniques as tools in professional relationships.
- Assert themselves in constructive ways.
- Listen to and understand others.
- Maintain mutually satisfying relationships.

COURSE CONTENT

UNDERSTANDING THE DYNAMICS OF COMMUNICATION

- The fundamentals of communication
- The communication process
- The effects of the message
- The levels of communication
- Interpersonal communication
- Verbal, non-verbal and para-verbal communication

INTERPERSONAL SKILLS

- Emotional reaction
- Communication styles
- Interpersonal adaptability
- Strategies to interact with other styles
- Assertion

COMMUNICATION TOOLS

- Active listening
- Empathy
- Questioning
- Feedback

PERSONAL ACTION PLAN

