



COMMUNICATION
EFFECTIVENESS

How to Communicate



DESCRIPTION

How to communicate focuses on communicational effectiveness in its hands-on application.

It presents the communication process and the structured steps to effective interactions. Participants will get the essential tools to succeed in their interventions and reach their objectives, regardless of context or means of communication.

This training enables participants to communicate effectively by avoiding misunderstandings and misinterpretations.

COURSE SPECIFICATIONS



FORMAT

- In-House



DURATION

Training is given in a half-day (3 hours)

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



TARGET AUDIENCE

People who wish to improve their communication skills.



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



OBJECTIVES

ALLOWING THE PARTICIPANT TO:

- Become aware of the importance of communication;
- Recognize communication skills as a tool in professional relationships;
- Avoid pitfalls and interference that impede effective communication.

COURSE CONTENT

UNDERSTANDING THE DYNAMICS OF COMMUNICATION

- The fundamental principles of communication
- The effects of the message
- The intentions of the communication
- The communication process

CODING THE MESSAGE

- Verbal communication
- Non-verbal communication
- Para-verbal communication

THE TRANSMISSION CHANNEL

- Face to face communication
- Communication over the phone
- Email communication

INTERPRETATIONS – SOURCE OF DISTORTIONS

- Traps and interferences to communication
- Interpersonal adaptability

CREATE A DIALOGUE

- Active listening
- Empathy

PERSONAL ACTION PLAN



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