

# COMMUNICATION A TO Z

## OVERVIEW

To be successful in business means that leaders and managers need to possess excellent communication skills because much of their success can be attributed to the way they influence, persuade, and motivate others. They need to possess a positive inner self - concept if they are to project confidence, enthusiasm and sensitivity, so that others will perceive them in much the same way.

## WHO SHOULD ATTEND

This highly intensive, participative and practical workshop is designed for individuals at all management levels.

## HOW YOU WILL BENEFIT

- Understand your different behaviours and communication styles and how they impact others
- Value differences and become more flexible in the way you deal with different styles
- Improve your skills as a communicator and increase your confidence, so as to achieve positive results with your customers, colleagues, and other significant team members
- Understand how to tackle barriers to communication

## WHAT YOU WILL COVER

- One-way versus two-way communication
- Identify audiences with which a manager communicates
- General rules of communication
- Aids for giving and receiving feedback
- Getting to know people better
- Assessment of your communication style
- Defensive and supportive communication
- Non verbal communication
- Body language
- What do we really communicate?
- Communication barriers
- Listening with 5 senses
- Guidelines for effective listening

## PROGRAMME OUTLINE

### Perception

- Perception Tasks
- How You perceive
- How to Validate Perceptions

### Individual Differences

- Individual Variables
- Situational Variables
- External Variables

### Basic Communication

- The Components of Effective Communication

- One-Way vs Two-Way Communication
- One Way Communication Exercise
- Barriers to Effective Communication – Team Exercise; Lecturette
- How to Eliminate or Reduce the Barriers to Effective Communication – Team Exercise; Lecturette
- Self-Assessment Instrument
- Giving and Receiving Work Assignments

### **Defensive Communication**

- Defensive Versus Supportive Communication
- Defensive Communication Tactics
- Task 1: Reactions to Defensiveness
- DVD
- Task 2: Reasons for Defensiveness and How to Reduce it
- Lecturette: How to Avoid Defensive Communication

### **Feedback**

- Definitions
- Why Feedback is Important
- Why Feedback is not Always Given
- How to Give and Receive Feedback Effectively
- DVD

### **Non Verbal Communication**

- Gestures
- Postures

- Appearance
- Dress

### **Effective Listening**

- Tasks 1 & 2
- Barriers to effective listening
- Principles of effective listening
- Bad listening habits
- DVD

### **The Johari Window**

- Task
- Information
  - a) Open
  - b) Blind
  - c) Hidden
  - d) Unknown
- DVD

### **Rapport & Communication Orientations**

- Matching & Mirroring Communication
- Shifting & Adapting Communication Strategies
- Neurolinguistic programming
  - a) Visual
  - b) Auditory
  - c) Kinesthetic

**DURATION** - 3 Days

### ***COURSE LEADER:***

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