



“IMPROVING MY COMMUNICATION SKILLS” (4 HOURS)

Audience: Designed for proprietors, managers, supervisors and team leaders.
Recommended Minimum: 6, Maximum: 20.

Venue: Preferably in an external training venue.

"Improving My Communication Skills" is a combination of two modules **"Getting My Message Across"** and **"Listening Skills"** from the Communication and Team Building program series.

These modules help us analyse the process of communication, to identify areas for development of the participants (particularly relating to the planning, preparation, sending, and receiving of communication messages), and to begin to tackle these areas. It also includes some simple but effective activities that both test our skills and help us strengthen under-developed areas.

Topics include:

- The communication process (12 steps)
- Planning our communication
- The importance of non-verbal communication
- ‘The power of intention’
- Structuring our messages
- The role of our internal communication
- ‘Receiving’ is much more than listening
- The role of non-verbal communication in listening
- Identifying our listening blocks
- The power of being ‘in the present’
- Reflective and active listening
- Effective evaluation of messages

Participation in this module as a ‘one-off’ is a very valuable learning experience that is significantly enhanced if participants are able to complete the whole Leadership and Management Program Series. This series is run in capital cities and various regions for proprietors, managers and senior staff.