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Interpersonal Communication Skills



Advanced Interpersonal Communications Skills Training Course Outline

Foreword:

The ability to communicate effectively is the most important skill we have in our professional and personal lives, this effective Advanced Communication Training helps people relate to, and communicate more effectively with customers, colleagues as well as friends and family.

Learning Outcomes

- Identify their Personality Type and Communication Preferences using our proprietary Profiling tool *CHOIce*
- Recognise other people's Personality Type and Communication preferences, tendencies and needs
- Adjust their own communication approach with their increased awareness of their own styles and other people's needs
- Identify barriers to communication and how to overcome them
- Use tone to their advantage
- Develop their non-verbal and paraverbal communication skills
- Use the S.T.A.R. method to speak on the spot
- Use body language appropriately
- Listen actively and effectively
- Ask effective open questions
- Use appreciative inquiry as a communication tool
- Establish common ground with others
- Adeptly converse and network with others
- Identify and mitigate precipitating factors
- Use "I" messages

Introduction

This Effective Communications Training Course helps people communicate effectively, appropriately and clearly in all situations. This is a great course for everyone, the benefits can have a positive effect on every aspect of their life.

Learn to understand how you communicate, how others communicate and adjust to meet their needs, This will help them receive your message more clearly and improve relationships in general. If you have never completed a Communications Course of this type you are missing out on awareness, and understanding of fundamental concepts that can have a profound effect on your life and success in the workplace.

Course length

1-day

Advanced Communication Training - Lesson 1 Getting to know yourself - *CHOIce*

- What is your personality type?
- What are your communication preferences?
- What are your communication tendencies?

Advanced Communication Training - Lesson 2 Understanding others - *CHOIce*

- What other personality types are out there?
- What are their communication preferences?
- What are their communication tendencies?

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With 300 trainers Australia wide we can provide a trainer to meet your needs.



<p>Advanced Communication Training - Lesson 3 Making allowance for others CHOIce and circumstance</p> <ul style="list-style-type: none"> • Consider your approach: • What is the receiver's CHOIce? • What type of message are you delivering? • Is sensitivity, personal touch, speed, evidence, privacy or public acknowledgement most important? • Develop strategies for future application 	<p>Advanced Communication Training - Lesson 4 Understanding Communication Barriers</p> <ul style="list-style-type: none"> • An Overview of Common Barriers • Language Barriers • Cultural Barriers • Differences in Time and Place
<p>Advanced Communication Training - Lesson 5 Paraverbal Communication Skills</p> <ul style="list-style-type: none"> • The Power of Pitch • The Truth about Tone • The Strength of Speed 	<p>Advanced Communication Training - Lesson 6 Non-Verbal Communication</p> <ul style="list-style-type: none"> • Understanding the Mehrabian Study • All About Body Language • Interpreting Gestures
<p>Advanced Communication Training - Lesson 7 Speaking Like a S.T.A.R.</p> <ul style="list-style-type: none"> • S = Situation • T = Task • A = Action • R = Result • Summary 	<p>Advanced Communication Training - Lesson 8 Active Listening Skills</p> <ul style="list-style-type: none"> • Seven Ways to Listen Better Today • Understanding Active Listening • Sending Good Signals to Others
<p>Advanced Communication Training - Lesson 9 Asking Good Questions</p> <ul style="list-style-type: none"> • Open Questions • Closed Questions • Probing Questions 	<p>Advanced Communication Training - Lesson 10 Appreciative Inquiry</p> <ul style="list-style-type: none"> • The Purpose of AI • The Four Stages • Examples and Case Studies
<p>Advanced Communication Training - Lesson 11 Mastering the Art of Conversation</p> <ul style="list-style-type: none"> • Level One: Discussing General Topics • Level Two: Sharing Ideas and Perspectives • Level Three: Sharing Personal Experiences • Our Top Networking Tips 	<p>Advanced Communication Training - Lesson 12 Conversational Psychology</p> <ul style="list-style-type: none"> • Understanding Precipitating Factors • Establishing Common Ground • Using "I" Messages

Advanced Communication Training is one of the Professional Development Training Courses delivered by **contract trainers** in Brisbane, Sydney, Canberra, Melbourne, Adelaide and Perth.

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