

[Communication Skills Training >](#)

Communication Skills: Results through Collaboration

Workshop Course 292 • 3 Days

Attendee Rating ★★★★★



You Will Learn How To:

- Build collaborative relationships that emphasize trust and respect
- Communicate effectively using simple and concise language
- Enhance listening skills to anticipate and avoid misunderstandings
- Foster cross-cultural understanding in your workplace
- Eliminate communication roadblocks
- Focus on nonverbal cues



Active Learning Workshop:

- Experiencing one-way and two-way communication
- Defining your communication style
- Demonstrating active-listening skills
- Dealing with challenging emotions
- Revealing personal filters
- Overcoming cross-cultural barriers

About This Course: Through interactive workshops, self-assessments, role-playing activities and video simulations, you gain practical experience initiating and responding to various forms of communication. You will also learn to handle situations based on a flexible, genuine and self-confident approach.



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Communication Skills: Results through Collaboration

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Course 292 Content

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Attend this live, instructor-led course **In-Class** or **LIVE, Online** from your **Home, Work** or nearest **AnyWare Centre** using **AnyWare™**

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Course
Dates
3 Days

Course Attendance Method

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Home, Work or
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Your Date:

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<input type="checkbox"/>	Nov 16 - 18	AnyWare	Herndon/Reston

Building a Foundation

- Adopting simple, concise and direct language
- Identifying basic communication principles
- Applying a communication process model

Setting Clear Goals for Your Communication

Determining outcomes and results

- Soliciting feedback
- Matching intentions and results

Initiating communications

- Figuring out what to say and the best way to say it
- Paying attention to verbal and nonverbal cues
- Creating a strong connection when face-to-face communication is missing

Avoiding Communication Breakdowns

Creating value in your conversations

- Strengthening your relationships
- Distinguishing value from waste

Taking personal responsibility

- Recognizing your role in communications
- Identifying internal and external factors that impact your communications
- Establishing message feedback
- Communicating nondefensively

Translating across Communication Styles

Identifying the four communication styles

- Recognizing your style and the style of others
- Strengths and blind spots of each style

Bridging communication styles

- Closing communication gaps
- Being flexible without compromising your identity

Listening for Improved Understanding

Tools for active listening

- Asking clarifying questions
- Confirming the message
- Demonstrating respect, empathy and sensitivity
- Listening for the entire message

Interpreting nonverbal cues

- Intonation
- Rate of speech
- Volume
- Gestures
- Facial expressions
- Posture
- Use of space
- Dress
- Eye contact

Achieving Genuine Communication


Creating openness

- Determining when to speak up and when not to
- Identifying appropriate degrees of disclosure
- Establishing value and trust

A three-dimensional model of behavior

-

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"I knew (after booking the Communications Skills course) that a difficult situation might arise. It did. I

- Identifying how you interact with others and how to make improvements
- Calibrating the variance between what you want and what you express

Matching your body language to your message

- Enhancing your message to gain your intended results
- Creating believable and credible messages
- Ensuring that your attitude supports communication
- Speaking through silence

Cross-Cultural Communication

Navigating beyond cultural boundaries

- Developing greater sensitivity to cultural differences
- Building greater accountability and trust on virtual teams

Working with filters and assumptions

- Raising your awareness to avoid misunderstandings
- Uncovering hidden assumptions
- Recognizing filters in yourself and others

Working Constructively with Emotions

Dealing with anger

- Overcoming personal challenges
- Expressing your anger constructively
- Minimizing defensive reactions in others

Managing emotionally charged situations

- Defusing an emotional situation while maintaining your composure
- Taking responsibility for your emotions

used the skills I learned on the course at several meetings to great effect."

– S. Conquest
Senior Financial Accountant
Parkinsons

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