



COMMUNICATION SKILLS

"Communication skills" training course, develop interpersonal communication skills of the participants. This is the positive work relationship base. Written communication is very much used in organisations (letters, memos, reports, formats, procedures aso).

Each module is accompanied by practical tasks, discussions, working in groups and role-playing that lead to improve the own communication skill. The course is highly interactive all participants sharing their experience. It is presented one professional management movie for behaviour modelling of participants.

Participants will design at the end of the course an action plan focused on their own communication improvement.

OBJECTIVES

At the end of the course, the participants will be able to:

- identify the opportunity to use types of communication in specific situation;
- transmit precisely the wanted message;
- apply active listening techniques;
- improve human relation through communication;
- measure the impact of the different types of messages about climate and relation with the interlocutor;
- identify their personal barriers in communication and ways to eliminate them;
- improve interpersonal communication.

COURSE CONTENT

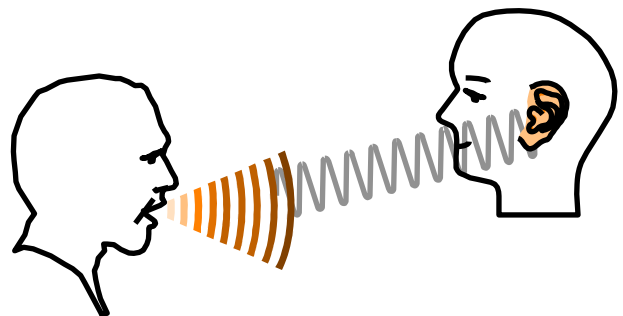
- General scheme of the communication process
- Types of communication:
 - verbal and nonverbal
 - oral and written
- Active listening
 - types of listening
 - techniques of active listening
- Why we communicate?

- communication and cognition
- communication and human relations
- Communication psychological factors
- Barriers in communication
- Communication improvement

PARTICIPANTS

- * Anyone involved in an organisation

DURATION: 2 days



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