



ORGANISATIONAL COMMUNICATION

65% exercises and 35% knowledge transfer compose the course. The exercises are involving all the participants.

Written communication is the base of organisational communication and the participants will be both sender and receiver during exercises.

The base of the individual development is people skills to communicate, create and maintain relationships. In the organisational communication methods module, the participants will identify which are the used methods with their advantages and disadvantages.

On the communication barriers we will identify which of them are “active” in their organisation and how to diminish them. The communication context is given by organisational culture and the participants will see how to integrate those cultures. At the end of the course we will see a professional management movie about reaching an agreement even the viewpoints are different.

OBJECTIVES

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

- identify the opportunity to use types of communication in specific situation;
- apply active listening techniques;
- measure the impact of the different types of messages about climate and relation with the interlocutor;
- identify ways and methods of communication into organisation;
- recognise the opportunity of creating relation devices when it is necessary;
- understand how they can cultivate informal networks for the organisation benefit;
- use the best communication network to handle a group task;
- organise and conduct effective meetings.

COURSE CONTENT

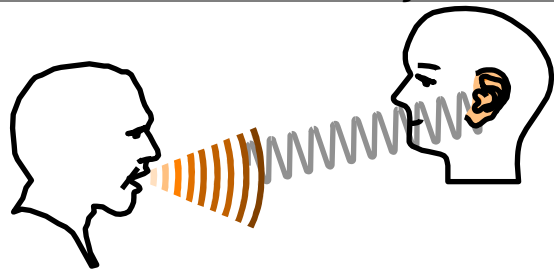
- General scheme of the communication process
- Types of communication
- Active listening

- Psychological factors of communication
- Barriers in communication
- Communication improvement
- Presentation structure. Persuasion: ways and strategies.
- Types of communication into organisation
- Methods of communication into organisation: advantages and disadvantages
- Barriers in organisational communication
- Communication and organisational culture

PARTICIPANTS

- * Anyone involved in an organisation.

DURATION: 3 days



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