

Gearing You For Growth

Bursaries | **Business Skills** | Coaching and Mentoring | Computer Skills | E-Learning | Learnerships | Skills Development | Virtual Training

Communication Skills For Leaders

Course Overview

Have you ever wondered why it seems so difficult to talk with some people and so easy to talk with others? Can you recall an occasion where you met someone for the first time and immediately connected with that person? If you think back to this, there was something about the individual which made you feel comfortable.

Effective communication is a critical element of leadership and supervision. From one-on-one engagements to group presentations, effective communication will help busy managers get positive results.

This course helps delegates master the key concepts of communication. The major goal of this course is to also help delegates understand the impact that their communication skills have on other people.

Delegates will explore how improving these skills can make it easier for them to get along in the workplace, and in life.

This one-day course helps delegates know how to:

- Identify common communication problems which may be holding them back.
- Develop skills to ask questions.
- Learn what their non-verbal messages are telling others.
- Develop skills in listening actively and empathetically to others.
- Enhance ability to handle difficult situations.
- Deal with situations assertively.

Target Audience

All delegates and organizations looking to improve verbal and non-verbal communication.

Prerequisite

No pre-requisites required.

Duration

- 1 Day



Course Outline

Module 1: Keys to effective interpersonal communication

- The significance of believability.
- Verbal, vocal, visual cues to believability.
- Consistency equals to believability.
- Making the emotional connection.
- Comparing the first brain and the new brain.
- Believing what we like.

Module 2: Choosing positive communication habits

- Behavioural skills for interpersonal effectiveness.
- Understanding habitual behaviours.
- Changing your habits.
- The four stages of learning.
- The four stages of speaking.
- Using video feedback to change personal perceptions.

Module 3: Developing the nine behavioural skills

- Behavioural skill #1: eye communication.
- Aiming for involvement with your listener.
- Eye communication patterns in business.
- Behavioural skill #2: posture and movement.
- Keys to effective posture and movement.
- Behavioural skill #3: gestures and facial expressions.
- Keys to effective gestures and facial expressions.
- Improving your gestures and facial expressions.
- Behavioural skill #4: dress and appearance.
- Keys to effective dress and appearance.
- Behavioural skill #5: voice and vocal variety.
- Keys to effective voice and vocal variety.
- Behavioural skill #6: language, non-words, and pauses.
- Keys to effective use of language and pauses.
- Behavioural skill #7: Listener involvement.
- Keys to effective listener involvement.
- Involving listeners with your speaking style.
- Involving listeners through interaction.
- Involving listeners with content.
- Behavioural skill #8: humour.
- Keys to effective use of humour.
- Behavioural skill #9: the natural self.
- Keys to being your natural self.
- Learning like a juggler.