

## Duration

1 day

## Suitable For

All people for whom building and maintaining effective working relationships, is important. The workshop examines different communication styles and their impact on self and others. It aims to identify barriers to effective communication and tips and techniques to overcome them.

## Objectives

By the end of the course delegates will be able to:

- Understand and describe the difference between aggressive, passive and assertive behaviour.
- Identify verbal and non verbal cues and respond accordingly.
- Feel more confident in dealing with aggressive people and difficult situations.
- Communicate more clearly and effectively using appropriate communication techniques, in different situations.
- Communicate clearly in writing

## Course content

### Communication styles

- Aggressive
- Passive
- Assertive
- Passive / aggressive

### Dealing with 'difficult' situations

- Verbal defensive techniques
- Rapport and influence
- Transactional analysis
- Recognising and using emotion

### Communicating effectively

- Giving feedback
- Projecting confidence
- Verbal and non verbal communication

### Written communication

- Getting your message across
- Understanding your audience
- Recognising the impact of language

### Planning how and when to apply new tools/skills

- Action planning

### Course Evaluation and Next Steps