The Art of Effective Communication

Successful communication is a vital part of any efficient organization and yet, it is also one of the most difficult components to establish and maintain. This two-day course will provide students with a thorough understanding of the different types of communication, how authority and personality types impact communication, and how to develop tools for effective communication. Students will also learn how their communication styles and those of others can be used to avoid or exacerbate conflict.

Audience: Management and HR Professionals
Prerequisites: None.
Number of Days: 2 days

Defining communication
- What is communication?
- Different levels of communication
- Encoding, decoding and sending

Personality assessment
- Personality assessment
- Interpretation
- Characteristics of each preference
- Contribution to groups by type
- Application of personality preferences

Communication styles
- Modalities
- Communication preferences
- Personal communication

Common communication filters
- Defining filters
- Age
- Race and ethnicity
- Culture
- Gender

Internal dialogue
- The dialogue
- Assumptions
- Values
- Undiscussable topics

Positional authority
- Organizational constructs
- Communication framework
- Positional power Credibility

Building rapport
- The way humans connect
- Active listening
- Paraphrasing statements
- Encouragement
- Nonverbal and subtext messages

Avoiding unnecessary conflict
- Misunderstanding and disagreements
- Sources of conflict
- Methods for handling conflict
- Methods for preventing conflict
- Conflict management
- Mitigating threatening language and ideas

Conflict communication styles
- Defensiveness and provocations in communication
- Using humor and quick comments
- Being assertive, not aggressive
- Making feelings explicit in communication

The message
- Creating messages
- Personal communication preferences

Personal communication action plan
- Action plan

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