

Communication Strategies

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 liked that person? Something about the individual made you feel comfortable.

A major goal of this workshop is to help you understand the impact your communication skills have on other people, and how improving these skills can make it easier for you to get along in the workplace.

Workshop Benefits:

- Identify common communication problems that may be holding you back
- Develop skills in asking questions that give you information you need
- Learn what your non-verbal messages are telling others
- Develop skills in listening actively and empathetically to others
- Learn how to firmly stand your ground and make your feelings heard
- Enhance your ability to handle difficult situations without being manipulated
- Be aware of the five types of relationships

What Will Be Discussed?

- ✓ The Ten Commandments of Positive Relationships
- ✓ Self-Awareness
- ✓ What is a Skilled Communicator?
- ✓ Communication Barriers
- ✓ Asking Questions
- ✓ Listening Skills
- ✓ Remembering Names
- ✓ Body Language
- ✓ The Johari Window?
- ✓ Frame of Reference
- ✓ Five Approaches to Relationships
- ✓ Assertiveness
 - Self-Attitude
 - The Assertive Formula
 - Expressing your No

