

# EFFECTIVE INTERPERSONAL CONNECTION

## COM004

### COURSE OVERVIEW

We spend about 75% of our time communicating. In the business world excellent communication is essential to understand customers, peers, subordinates and deliver clear messages to them.

This 'Effective Interpersonal Connection' will give you proven ways to dissolve communication barriers. You will better interact with others which will improve work, personal relations as well as interacting with customers and ultimately getting more business.

### COURSE GOAL

To enhance participants' ability to communicate effectively and build strong bonds with others both in personal and business life.

### COURSE OBJECTIVES

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

- Understand barriers to effective communication.
- Learn about the 3 elements of communication.
- Know the importance of body language.
- Ask powerful open-ended questions.
- Understand the different social behavior styles.
- Know the 3 communication styles.
- Learn the Jo-Hari window.
- Establish rapport with others.
- Give clear instructions.
- Build long term relations with others.

### WHO SHOULD ATTEND

- Support function personnel such as admin, finance, and HR.
- Customer service agents where communication with customers is crucial.
- Leaders & Managers since they spend big time communicating.
- All employees who need to improve their communication skills.

### COURSE DURATION

5 Working Days

## **COURSE OUTLINES**

### **1. Communication Essentials**

- Why do we communicate?
- The communication barriers
- How messages flow?
- How communication works
- The 5 Cs of excellent communication

### **2. The 3 elements of Face-to-Face Communication**

- Albert Mehrabian theory
- Words
- Voice
- Body language
- Pitfalls to reasoned decision making

### **3. Effective Listening**

- Poor Vs effective listening
- Types of listening
- Drafting effective listening chart
- Ten tactics for effective listening

### **4. Giving Clear Instructions**

- Challenges of giving instructions
- The professional way of instructing others
- Giving & receiving Feedback

### **5. Social Behavior Styles**

- The Social Style Matrix
- Amiable
- Expressive
- Analytical
- Driver
- Practical application

### **6. The Jo-Hari window**

- Description of the 4 quadrants
- Applying the Jo-Hari window



## 7. Corporate Communication

- Why difficult conversations are difficult?
- Common types of tough corporate communication
- Professional Guidance on running effective corporate discussions

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