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Vzdelávanie s trvalým efektom

DOCUMENT

Course syllabus

CATEGORY

Communication skills

TRAINING FORMAT

In Bratislava or online with a lecturer

PRICE EXCL. VAT

1 064,00 €

PRICE INCL. VAT

1 308,72 €

including 23 % VAT

PDF SYLLABUS

Communication Academy - Comprehensive Skills

Clear overview of course topics, training scope and key information.

The Communication Academy modular training program is focused on developing key communication and interpersonal abilities. It will provide you with tools for building and maintaining positive and productive relationships in the workplace, as well as increasing the effectiveness of team cooperation. Developed communication and interpersonal skills create the difference between an average employee and an excellent team member. At the communication academy, you will complete 5 communication training modules over 6 days. Effective communication is focused on developing participants' personality characteristics and planning the development of their communication skills. Assertive communication, as a set of rules for discussing factual issues, enables one to express one's own positions non-violently, kindly, and at the same time openly and decisively, and not to hide the intention to achieve one's goal. Constructive problem solving and managing conflict situations serves to gain the knowledge and skills needed for successful resolution of conflicts and stressful situations in practice. Professional telephone and e-mail communication will enable you to learn useful processes of telephone and e-mail communication as well as effective use of professional communication skills. Note: The modular training program contains multiple training days, between which there is a time interval. The listed dates are the start dates of the program. For information about the dates of individual program modules, please contact us.

COURSE CONTENT

01 **Module 1: Effective Communication:**

02 **Communication, Transfer of Meaning and Communication Barriers:**

principles of the communication process types of communication and their prerequisites communication model and communication effect

03 **Tools of Effective Communication:**

most common causes of misunderstandings and tools for resolving them identification of the meaning and expression of communication expressions of participation and interest in a conversation active listening (training) non-verbal communication (facial expressions, eye contact, handshake, posture)

04 **Situational Communication:**

communication in stressful situations assertiveness in conflict resolution and the ability to say "No!" communication techniques for providing feedback and constructive criticism personal development planning

05 **Module 2: Assertive Communication:**

06 **What Assertiveness, Aggression and Submissiveness Are**

07 **Philosophy of Assertiveness, Assertive Rights and Techniques**

08 **Types of Reactions, Comparison of Assertive and Non-Assertive Behavior, Their Advantages and Disadvantages**

09 **Module 3: Constructive Problem Solving and Conflict Management:**

10 **Conditions for Conflict Emergence and Types of Conflicts:**

contradiction and conflict, conflict situations behavior of hostile parties, conditions for conflict emergence constructive and destructive conflicts, ways of reacting to conflicts types of reaction to conflict and their advantages and disadvantages

11 **Managing and Resolving Conflict Situations:**

managing anger, aggression, pressure and manipulation in conflict managing various types of problem situations and conflicts using assertive techniques according to the requirements and work situations of listeners

12 **Practice of Managing Conflict in Model Situations:**

modeling and practicing problem situations short theoretical inputs, group exercises and modeling situations, questionnaire methods feedback and evaluation of the effectiveness and efficiency of the educational activity

13 **Module 4: Professional Telephone and E-mail Communication:**

14 **Professional Telephoning**

Structure of introducing yourself Most common mistakes when making phone calls Preparation for telephoning: arguments, questions

15 **Conversation: Typology of Callers, How to Recognize Them, Ways of Dealing**

Communication styles, how to recognize them and how to telephone with them Negotiation techniques for a telephone conversation Non-verbal communication during telephoning

16 **Conclusion: Summary, Motivational Phrases, Farewell**

Paraphrases and summaries Motivational phrases, reference to activity after the conversation ends Evaluation of the phone call

17 **Professional E-mail Communication**

Rules for writing messages Most common mistakes when writing messages Recommendations for message structure

18 **Resolving Crisis Messages**

Providing information by e-mail Complaints and claims How to write an effective e-mail

19 **Module 5: How to Communicate Change:**

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20 **How to Understand the Change Process**

- Resistance to change: reaction to the loss or threat of something known, certain or important - Reason vs Emotions - 3 levels of resistance to change

21 **Argumentation Path**

- Communication of meaning: mobilizing and inspiring "why" - Change communication model - Model: WHY - WHAT - HOW - IMPACT - SUPPORT - "Leadership story" as one of the most effective argumentation tools - Logical arguments - Psychological arguments

22 **How to Manage Colleagues' Resistance and Objections to Changes**

- Position and motives - 10 reasons why people resist changes - Transformation of resistance/objection into a need

23 **Micro-Habits of a Change Leader**

24 **Typology of Demanding Colleagues**

This document serves as an informational overview of the course syllabus. Current dates, venue and availability are listed at Macrosoft.sk.

https://www.macrosoft.sk/en/courses/communication-academy-comprehensive-skills