

# EFFECTIVE COMMUNICATION SKILLS

## Target Group:

- All those who desire more meaningful communications and relationships.
- Those wanting to improve their presentation & communication skills

## Course Objectives & benefits:

- Understand how important attitude is for successful communications.
- Understand the conditioning processes.
- Know and understand the different mentalities.
- Know how the different mentalities affect communication.
- Know your current attitude towards communication.
- Know how to shift/change your attitude.
- Know how to deal with negative attitudes.
- Understand the 3 elements of communication.
- Know the ABC's of communication.
- Know how to develop rapport.
- Know the SUN communication model.
- Know the types of questions for effective communication.
- Understand the principle of the emotional bank account.
- Know the nine behavioural skills.
- Understand your strengths and weaknesses from video feedback.
- Know what you need to do to become more effective with speaking skills.
- Know how to improve on your listening skills.
- Know the five levels of listening.
- How to develop a climate for positive and effective communication.
- Know the five levels of meaningful communication.

**Cost:** 20000 (MUR)

## Course Content:

Introduction

What is communication?

Module One – Attitudes towards Communication

- Why attitude is so important
- How do we get conditioned?
- What is performance thinking?
- What is, “a state of mind”?
- How different attitudes effect your communication
- Rate your current attitude toward communication
- How do we shift or change our attitude?
- What is a paradigm?
- The paradigm shift sequence

Module Two – Creating a Climate for Positive & Effective Communication

- The three elements of communication
- The ABC’s of communication
- Developing rapport
- The SUN communication model
- Types of questions
- The emotional bank account
- How to develop a climate for positive & effective communication
- Build trust and rapport
- Eliminate threat and defensiveness
- Communicate congruently
- Match your own communication style to the other person’s style

### Module Three – Ways to Improve Speaking Skills

- The nine communication behaviours
- How video feedback can change speaking skills
- The four stages of learning

### Module Four – Elements of Good Listening

- Ways to improve listening skills
- The 5 levels of listening

### Module Five – Presentation Skills