



## The Mechanics of Effective Communication

*Course Duration : 6.5 hours*

### Target Audience

Those within the organization whose roles require them to achieve results by being able to influence other people such as colleagues, senior managers or clients. Also anyone who has responsibility for managing, supervising or leading staff.

### Course Objective

Your voice, your ability to listen, and your body language are your three vital communication tools. However, because they are given at birth they are often taken totally for granted. People mistakenly believe that because these tools are in constant daily use that they are already the best they can be. However it is possible to improve the quality of these communication essentials, and this course sets out to help you do just that. The effectiveness of your communication depends more on how you sound than the words you use. You may have something important to say and have the right words and phrases to get your point across but if your voice doesn't do it justice, your message won't be heard. This course explains how to develop a voice that people want to listen to, and gives some valuable remedies to use to make your speaking voice the best it can be. Similarly, good listening involves more than just hearing what is being said. To be an accomplished listener you must be prepared to become actively involved in the process, demonstrating your willingness to truly understand what the other person is saying. In this course you will be given strategies to assist you to improve your listening skills and in doing so to make solid connections with those you communicate with. Finally, this course will introduce you to the "silent" language of the body, giving you the ability to recognize when there is conflict between what is being said and a person's true feelings.

### Topics Covered

#### How Do You Sound?

- recognize the importance of a good speaking voice as a communication tool.
- identify how various characteristics of the speaking voice impact on interpersonal communication.
- identify appropriate methods to overcome various causes of a poor speaking voice.
- determine how silence can be used positively within an interpersonal exchange.
- use silence to strengthen the communication, in a given situation.

#### Active and Effective Listening

- recognize the benefits of being an effective listener.
- characterize the different levels of listening.
- determine the level at which a person is listening from the behaviors demonstrated during, and subsequent to, a given interaction
- recognize the causes of ineffective listening.
- given details of a conversation between two people, determine the motivation for the response given.
- identify appropriate methods of improving listening skills.





### **Speaking the Silent Language**

- identify the benefits of understanding body language.
- identify examples of body language.
- classify described examples of body language as reflective, responsive, combative or defensive.
- interpret the body language displayed as either responsive, reflective, defensive or combative.
- recognize the gestures and expressions that indicate a probing point.
- within a given scenario, investigate identified probing points.

