



The Process of Interpersonal 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 a responsibility for managing, supervising, or leading staff.

Course Objective

It is almost impossible to be productive in today's business environment without being an effective communicator. This is particularly true if achievement of your goals depends on your ability to influence others. You need to be able to communicate your ideas, instructions, thoughts, and feelings accurately. This is not as easy as it may seem, and ineffective communication is often at the core of a high proportion of the errors, misunderstandings, and conflicts that occur in the workplace. This course is designed to give you an understanding of the prime causes of poor communication, and, more importantly, the skills required to minimize their impact.

Topics Covered

The Communication Process

- identify the benefits of improving the effectiveness of interpersonal communication.
- sequence the stages of the communication process in the correct order.
- identify the objectives for the aiming, encoding, and transmission stages of the communication process.
- analyze the details of an interaction between two people to determine which communication objective(s) were not achieved.
- characterize the various types of feedback which can be given in relation to a communicated message.
- give probing and understanding feedback in response to a communicated message, in a given scenario.
- determine the methods of building rapport to improve the clarity of interpersonal communication, in a given scenario.

Using Communication Styles to Connect

- identify the benefit of being able to recognize and respond to the preferred communication styles of staff, colleagues, and clients.
- identify the characteristics of people with a preference for the auditory communication style.
- respond appropriately to a person with an auditory communication style, in a given situation.
- identify the characteristics of people with a preference for the visual communication style.
- respond appropriately to someone who prefers the visual communication style, in a given situation.
- identify the characteristics of people with a preference for the kinesthetic communication style.
- respond appropriately to someone with a preference for the kinesthetic communication style, in a given situation.

