

# Communication Skills



Dr Stephen Ho: "Our brand of coaching teaches people to find and draw, from within, these abilities and this is the real value we bring to our students, clients and coaching counterparts."

**Audience:** Anyone

**Prerequisites:** None

**Program Duration:**  
1 day

**Course Level:**  
Beginners &  
Intermediate



## Course Description

***"You can make more friends in two month by becoming interested in other people than you can in two years by trying to get other people interested in you."***

***Dale Carnegie***

As social entities, we spend a lot of time and effort in communication with others. Mastering the art of communication increases our chances of success in both professional and personal lives. Any performance improvement here will directly lead to benefits for your team, your job and your personal life. Communication skills can be learned and mastered through persistent practice.

The Communication Skills Training Materials offered by *INNOWISE* focuses on core concepts vital to successful communication such as *Styles of Communication, Effective Listening and Questioning Skills, Assertiveness, Empathy* and more. To master communication skills, extensive interactive and hands-on exercises are provided during the training course which encourage learning and increase the delegates' confidence.

**"Communication skills can be learned systematically and mastered through persistent practice."**



# Course Introduction

This course has been designed to accommodate two types of delegates with different communication needs; one group are co-workers who already know each other and want to improve their intercommunication skills and the other group are those delegates who don't know each other or have not worked in the same team before. This group could include anyone from newly employed floor worker to managers, executives and team leaders. The course contains various optional content that you can use to tailor the course based on your delegates' needs.



In this highly practical course delegates will learn:

## Communications Styles

- What is an ideal communication?
- What are different styles of communication?
- What are the 4 orientations in communication and how does each person's style impact their communication with you?

## Interacting with People

- What does it mean to be assertive and how can you achieve it?
- How to provide feedback to others so they take your word seriously?
- How can you avoid appearing aggressive?
- How to use systematic methods to evaluate what you know about yourself and what you know about others?
- How to learn which areas you need to work on to improve yourself based on other people's impression of you?

## Questioning Techniques

- How to ask the right questions at the right time?
- How to get what you want and stay friends?
- How to address uncomfortable issues and prepare others to open up to you?
- What are the differences between *open* and *closed* questions and how can you take advantage of each?
- How to seamlessly guide a conversation towards the direction of your choice?

## Misunderstanding

- What causes misunderstanding?
- How can you minimize misunderstanding?
- How can stereotyping affect your communication?
- How to use active listening to gain rapport and commitment?
- When should you use *first person* sentences when communicating with others and when should you use *second person*?

## Empathy & Emotional Intelligence

- What is the effect of empathy on communication?

- How to use a simple empathic technique to construct sentences based on what you hear from others and make an empathic communication?

## Telephone Skills

- How to handle phone conversations?
- How to put people on hold?
- How to transfer a phone call to someone else?
- How to end a phone call?

## Body Language

- How can you read people through their body language and understand their motives better?
- What gestures should you be aware of?
- What are the differences between open and closed body gestures and how do they impact your communication with others?
- How to spot lies?
- How to control your voice to get maximum effect?

### By the end of this course the delegates will be able to:

- Use different **communication styles** when needed based on circumstances
- Express your ideas **assertively**, confidently and precisely
- Ask the **right questions** for the **right reasons**
- Discover what you **know about yourself** and how others **think of you**
- Avoid **misunderstandings** and overcome communication barriers
- **Empathize** to establish trust and communicate effectively
- Deliver your **potentially negative message** and get a good response
- Read and interpret **body language** and **gestures** while communicating with others

# The Philosophy Behind Communication Skills Training Course

A communication is successful when a message has been send and received without much distortion. Messages conveyed badly by the sender or misinterpreted by the receiver prevent ideas and thoughts to be expressed correctly and causes much confusion and misunderstandings.

The aim of this course is to minimize such distortions. By focusing on subjects such as body language, listening techniques, effective questioning, self exploration and empathy delegates gain a better understanding of the role played by each one of such concepts in making or breaking communication.

In addition to embracing principles of successful communication, this course contains a variety of effective exercises and group activities which have been proven to encourage learning ability and help increase information retention.



**Other Ideal Courses to be used in conjunction with Communication Skills Training Materials are:**

- **Advanced Emotional Intelligence: Interpersonal Skills**
- **Emotional Intelligence**
- **Customer Service Skills**
- **Listening Skills**
- **Advanced Emotional Intelligence: Personal Skills**

**CONTACT US ANYTIME TO SET UP A TRAINING NEEDS EVALUATION!**



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# LIST OF CORPORATE TRAINING PROGRAM

## Management Training

- Communication Skills
- Leaderships Skills
- Project Management
- Team Building
- Giving Feedback
- Creativity and Innovation
- Negotiation Skills
- Coaching Skills
- Motivation, Persuasion & Creativity
- Delegation Skills
- Event Management

## Personal Development

- Emotional Intelligence
- Advanced Emotional Intelligence: Personal Skills
- Time Management
- Advanced Time Management
- Presentation Skills
- Decision Making
- Body Language Part 1
- Body Language Part 2
- Assertiveness Skills
- NLP Core Skills
- Report Writing
- Anger Management
- Personal Impact

## Interpersonal Development

- Advanced Emotional Intelligence: Interpersonal Skills
- Advanced Communication Skills
- Handling Difficult People
- How to Influence People
- Conflict Management
- Meeting Skills
- Listening Skills
- Questioning Skills
- Difficult Conversations
- Persuasion Skills

## Sales & Marketing

- Customer Service Skills
- Sales Skills
- Marketing Skills
- Telephone Skills
- Handling Complaints

## Human Resources

- Train the Trainer: Delivery Skills
- Interview Skills
- Conducting Interviews
- Diversity Management
- Performance Management
- Stress Management