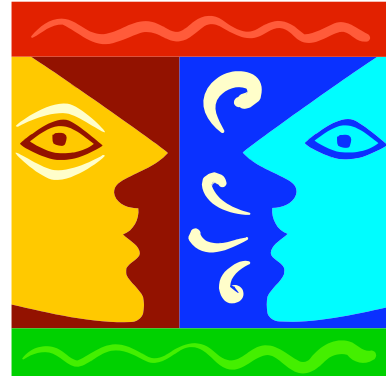


# Communication Skills

The ability to communicate effectively underscores just about every human social activity. At work, in community and voluntary activities, in our personal and family lives, communication skills are essential to happiness and success. So why do we so often make a mess of it, and why do we pay so little attention to nurturing these precious skills?



**The aims** of this course are to give participants a chance to look at their own strengths and weaknesses as communicators, and to sharpen up some key communication skills.

**By the end of the day**, participants will be much more keenly aware of what goes on in inter-personal communication, and will be better able to

- Listen effectively
- Build rapport with others
- Ask skilful questions
- Engage productively in discussions
- Recognise and deal with blocks to effective communication
- Deal sensitively with disagreement and conflict.

The skills and techniques covered will be useful in community and work settings, and in participants' social and personal lives.

**Topics** covered include

- Reflective listening
- Body language
- Different questioning techniques and when to use them
- Messages and metamessages
- Men's and women's different conversational styles
- The ladder of inference – how we interpret before we understand
- How communication becomes confrontation.