

# Communicating with Purpose

The art of communicating with others

## Course Objectives

- Define effective communication & identify the components of communication
- Identify and overcome barriers to communication including emotional barriers
- Use effective and definitive language to communicate with assertiveness
- Communicate with different people
- Listen effectively and ask effective questions at the right moments
- Show empathy, develop rapport and communicate with others

## Customisation

StressLess Learning works in partnership with clients to customise and refine all course content and duration to suit both organisational goals and individual learners requirements.

All course outlines are therefore to be used as a guide only.

## Duration

Flexible

## Target Audience

Those wishing to enhance their communication skills in the workplace which enables effective communication while developing lasting business relationships.

## Course Outline

### Communication

- What is communication
- What is effective communication
- The process of communication

### Components of interpersonal communication

- Word choice
- Words to be aware of
- Voice
- Body language
- Posture
- Facial and eye expressions
- Style of dress
- Personal space

### Communication Barriers

- Cognitive dissonance
- Jargon
- Cultural
- Personalities
- Perceptions

### Emotions

- Communication and emotion
- Controlling our emotions
- 3 step process to controlling other people's emotions

### Assertive communication

- What is assertiveness?
- Becoming assertive
- Benefits of being assertive
- Communicating assertiveness
- Fogging, Broken Record, Negative Inquiry & DESC scripting

### Listening skills

- Listening habits
- How listening impacts others
- Listen to understand
- Demonstrate listening

### Communication objectives

- Understanding objectives
- Working backwards with communication
- Focus on objectives

### Questioning skills

- Question types
- Uses for questions

### Rapport & Empathy

- Showing empathy
- Developing rapport