

# FREE TO GROW

## Communication@Work

It is estimated that **people spend up to 75% of their working day communicating.**

### Communication is vital in:

- \* acquiring and sharing information
- \* explaining ideas and rationale
- \* building and maintaining constructive working relationships
- \* expressing feelings and concerns
- \* giving instructions and checking understanding and
- \* influencing others.

You cannot not communicate. You can just do it more or less effectively.

Good communication paves the way to increased understanding and greater cooperation. Poor communication often results in isolation, confusion, frustration and a breakdown of trust between people.

Communication skills are not automatically acquired over the years or when one enters a work environment. Neither are some people just born with the 'luck' of being good communicators.

Like any other skill, communication is something to be learned. It only improves with greater levels of knowledge, understanding and the opportunity to get to grips with and hone your skills.

### **This is what Communication @ Work has been designed to achieve.**

The programme serves as a valuable introductory course to help employees understand the role and importance of communication in:

- \* achieving the results they want and
- \* working effectively with other people, whether clients/customers, peers or seniors.

**"The whole fabric of the honey bee society depends on communication – on an innate ability to send and receive messages, to encode and decode information."**

Sue Monk Kidd

**"The quality of your life is the quality of your communication."**

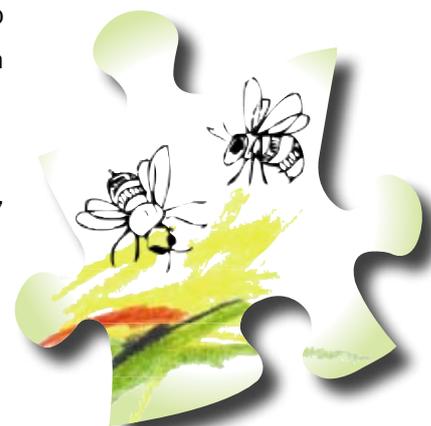
Anthony Robbins

**"There are four ways, and only four ways, in which we have contact with the world. We are evaluated and classified by these four contacts: what we do, how we look, what we say, and how we say it."**

Dale Carnegie

**"Your own words are the bricks and mortar of the dreams you want to realize. Your words are the greatest power you have. The words you choose and the use establish the life you experience."**

Sonia Croquette



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## Programme overview

### Introduction

- \* The role and importance of interpersonal communication in emotional wellbeing, creating and maintaining constructive working relationships and getting the work done
- \* How you can benefit from communicating more effectively

### Successful Communication

- \* A practical model for communication: understanding the core elements
- \* The consequences of misunderstanding
- \* The characteristics of successful communication

### Verbal and non-verbal communication

- \* The role of non-verbal communication (body language and tone of voice) in getting your message across and understanding what others are saying
- \* The influence of congruence on how a message comes across: making sure that your message is congruent so people can understand you correctly and checking for understanding when you receive 'mixed' messages from other people

### Channels of Communication

- \* The different channels of communication and the role of each
- \* Determining when each channel is appropriate

### Levels of Communication

- \* The difference between shallow, medium and deep communication and when each is appropriate in the workplace
- \* How to communicate your ideas, feelings and concerns effectively

### The "I" statement: a tool in assertive communication

- \* The difference between "I", "you" and "we/they" statements
- \* The impact of each on ensuring that problems are addressed
- \* Where and when to use "I" statements to address the challenges you face in your work environment

### Active Listening

- \* The difference between hearing and listening
- \* Different levels of listening: how to listen 'below the surface'
- \* Steps to active listening
- \* Barriers to effective listening. Assessing your own challenges in this regard and planning how to overcome them

### Feedback

- \* What feedback is and why most people resent giving and getting it
- \* Types of feedback – positive and developmental – and how to give both constructively
- \* Dealing with feedback so that you can learn and grow.

## Who will benefit?

The programme is targeted at non managerial staff, in particular: front line staff, admin personnel, PA's and professional people.

## Duration

One day.

**"Communication is the ability to affect other people with words."**

Lao Tzu

**"If you just communicate you can get by. But if you skilfully communicate, you can work miracles."**

Jim Rohn

**He who falls by his foot shall rise again; he who falls by his mouth shall not rise."**

African proverb

**"Words have a longer life than deeds."**

Pindar proverb



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