COMMUNICATION SKILLS
COURSE OUTLINE

All our courses are based on learning by doing. We initiate and accelerate learning journeys through interactive assignments, presentations, group exercises, buddy coaching, discussions, personal case studies and action planning.

Pre-work
- Reflect on a conversation with a colleague in the past, where you were not successful in bringing your point of view across. What would the conversation have looked like if you had been successful?
- Ask your manager, a colleague and a friend for feedback about your communication style
- In consultation with your manager, identify 2-3 development goals relating to your collaboration skills

Day 1
- Effective communication: how does it work?
- Listening, summarising, in-depth questioning
- Giving and receiving feedback
- The iceberg model: what lies beneath our interpretations?
- Intercultural communication
- Giving advice is not allowed!

Homework
- Buddy discussion on how virtual collaboration affects communication. Linking personal experiences to the programme.
- Come up with solutions to overcome communication pitfalls and barriers

Day 2
- Non-verbal communication
- The model of Leary’s rose – theory and practice
- Effective patterns
- Bad news conversations – theory and practice
- Formulating a personal communication statement

Post-class assignments
- Buddies have a coaching conversation and challenge each other to put what they have learned into practice
- Participants share what they have learned with their manager and strengthen agreements on support and success