



EFFECTIVE COMMUNICATION SKILLS

Duration: 3 days

Communication is a skill and like any skill it requires practice. It is improvement through practice that differentiates a skill from other forms of knowledge. Understanding the theory of communication and effective presentation will not in itself make you a brilliant communicator or presenter but should make you aware of how to maximize the impact of your presentations.

The most important thing to remember is that the message that you intend to communicate is likely to be misunderstood.

Effective communication plays an important role in every individual's success.

People we consider as great communicators and presenters have usually spent years developing and practicing their skills.

This highly interactive course provides essential skills in order to become a successful communicator. It will also decrease participants' negative influence on those they are working with and be able to negotiate more effectively. They will be able to co-operate with others in a more committed fashion and finally generate more business and strengthen business relationships for their company.

The participant will gain a greater awareness of the effect of their behaviour on other people.

Benefits:

At the end of the course participants will learn how to:

- **analyse their behavioural style and its effect on others**
- **utilise an enhanced understanding of the human dynamics at work**
- **communicate and negotiate in a more persuasive manner**
- **increase the range of options for dealing with others in a variety of situations**
- **enhance the performance of their colleagues through improved communication**
- **skills**
- **identify the actions that will increase their personal effectiveness.**
- **recognising and overcoming barriers to communication**
- **non-verbal communication – body language**
- **listening and questioning techniques and giving feedback**
- **influencing and gaining commitment overcoming objections**
- **when to lose the battle to win the war, how to shift context and when to use the porcupine assertiveness**
- **handling conflict - techniques for resolving conflict**

Course Outline

DAY ONE

• What is Communication?

- Definitions of Communication
- Why effective communication is important?

• The Communication Process

- How the receiver influences the phrasing of a message
- Distinguish between the different kinds of communication channels

• The Nature of Effective Communications

- Passive, Aggressive, Passive/Aggressive and Assertive styles

• Barriers to Effective Communications

• Overcoming Barriers to Communication

- Get your message across
- Good communication
- Written communication
- Verbal communication
- Non-verbal communication
- Identify verbal and nonverbal interference
- Choose the appropriate language

• 60 Seconds of Passion

DAY TWO

The power of expression

- First Impressions
 - Making the impression you choose
- 30 Second Influencer
- Effective Questioning and Listening Skills
 - Questioning and listening skills
 - Provide effective feedback
 - Ask the speaker appropriate questions
 - Interpret a speaker's body language
 - Use your body language appropriately.
- Analyzing Your Listening Skills
 - The need for the listening process
- Addressing Listening Problems
 - Recognize different listening problems
 - Listen with an open mind
 - Improve your understanding of a message
- Improving Communication
 - Make personal improvements to your communication effectiveness
 - Identify effective communication skills
 - Recognize how to improve communication between managers and employees.

DAY THREE

Communicating Assertively

- How assertive are you?
- Components of assertive behaviour
- Roadblocks to assertiveness
- Five key assertiveness skills
- The importance of non-verbal communication
- Limitations of non-verbal communication
- Using Non-verbal Communication to Communicate more Effectively
- Effective speaking
- Behaviour and Body Language
 - Assertive, Aggressive and Submissive Behaviour
 - Recognising and dealing with different behaviours
- Effective Presentations
 - Understanding Your Audience

ACTIVITIES

- Targeting Your Audience
- Designing a Presentation
- Identifying Key Points
- Planning the Sequence
- Do's and Don'ts of Face to Face Communication?
- Role Play, Syndicate Exercises, Discussion and Feedback.

FACILITATOR/PRESENTER PROFILE



John B. Straker
M.Sc., P.G.C.E., C. Eng., M.C.I.P.D.
(British National)

John is an U.K. citizen who is a presenter of programs in the Management Sciences as well as a specialist Consultant in Human Resources, delivering training programs and undertaking H.R. projects for major corporations on a range of Organizational and Human Resource issues.

As a Principal Specialist in his field, he has extensive worldwide experience implementing performance solutions, graduate development programs, succession plans, establishing 'greenfield' H.R. functions and creating major management training and development centres of excellence and delivering seminars.

His HR and management development experience spans over 30 years in a global environment, working for a diverse range of multinationals including; Shell, Chevron/Texaco (Kuwait), Caltex (Bahrain), Foster-Wheeler (Yanbu) etc. This selection of companies has given him the opportunity to live and work in a variety of countries such as: Australia, New Zealand, Canada, USA, Europe and the Middle East.

Work Experiences in the Middle East and Qatar

- 2012 Negotiation Skills for QP
- 2012 Leadership for QP
- 2012 Negotiation for QP
- 2012 Management for QP
- 2013 Supervisory Skills QAFCO
- 2013 Leadership for QP
- 2014 Supervisory Skills for QAFCO

His academic posts include lecturing for the University of Wales, NEWI College and the other academic posting was with the King Fahad University of Petroleum and Minerals in Dhahran, Saudi Arabia.

John has held very senior positions in the management and human resource fields, for example; Consultant to the Vice President of Chevron, Group Manager of Human Resource Development for the Savola Company, Jeddah, Learning Program Manager, Foster-Wheeler, Yanbu and Head of Employee Development for Dubai Aluminium.

During his time in Dubai, he created - from a green-field site – the management and graduate development center for the oil, gas and aluminium industries. The Centre was opened by H.R.H. Princess Anne and recognized by the World Bank as one of the most advanced centers for HRD in the Middle East. Later in his career, he established the Management Centre of Excellence for Savola in Jeddah, which became a self-funding institute due to the demand for the first class presentation of its programs.

Presently, he now conducts programs in Qatar, UAE, Bahrain, Oman and Saudi Arabia in a range of management and supervisory programs and human resources plus undertaking H.R. projects to help organizations improve performance at the individual and organizational level. **His interests lie in developing potential in all employees by creating a highly interactive learning environment.**

John, therefore, conducts programs that are action oriented in style, with group and individual participation. His aim is to deliver programs that meet the organizational needs with the goal of achieving business results.