



### Introduction

Do you find yourself wasting most of your day cleaning up other people's messes? Are you spending your time trying to interpret ambiguous instructions? Are you confused by people taking offence because they have misinterpreted what you meant? Or are you simply frustrated that people cannot seem to follow basic requests? Wouldn't it be great **To Be** able to communicate in a way that builds relationships and gets results?

Given that we spend approximately 75% of our time in work in interpersonal communication, it's no wonder that many cite communication skills as the number one issue facing their businesses today.

This two day workshop is designed to give you specific tools and techniques for improving your listening skills, delivering effective messages and bridging different communication styles.

### Workshop Benefits

- Develop the communications agility needed to handle interactions with various different types of people and situations
- Identify your preferred communication style and recognise the impact of your style on others
- Sharpen your communication skills to improve clarity and conciseness
- Pave the way for positive interactions
- Read the "emotional content" accompanying messages
- Anticipate and avoid common misunderstandings
- Build greater relationship skills that emphasise trust and respect
- Identify the roadblocks that undermine your ability to communicate effectively
- Read and send non-verbal signals as intended
- Effectively deal with conflict situations

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## Workshop Content

<p><b>Understanding Communication</b></p> <ul style="list-style-type: none"><li>✗ Communication building blocks</li><li>✗ The impact of communication on results and relationships</li><li>✗ Communication styles – and their impact on interactions</li><li>✗ Understanding your style and identifying others</li><li>✗ Your communication habits</li></ul>	<p><b>Communicating your Message Effectively</b></p> <ul style="list-style-type: none"><li>✗ Clarifying your intent</li><li>✗ Working with other communication styles</li><li>✗ Using language effectively</li><li>✗ Overcoming personal challenges</li><li>✗ Focus on what's important</li><li>✗ Seeking win-win outcomes</li><li>✗ Communicating assertively</li></ul>
<p><b>Communication Skills</b></p> <ul style="list-style-type: none"><li>✗ Choosing appropriate language</li><li>✗ Asking the right questions</li><li>✗ More than words – being aware of body language</li><li>✗ Proven techniques for effective listening</li><li>✗ Interpreting content</li><li>✗ Overcoming poor listening habits</li><li>✗ Listening with precision</li><li>✗ Uncovering hidden assumptions</li><li>✗ Reading between the lines</li><li>✗ The right level of disclosure</li><li>✗ Balancing honesty and tact</li></ul>	<p><b>Dealing with difficult conversations</b></p> <ul style="list-style-type: none"><li>✗ Defusing defensive behaviour credibly</li><li>✗ Building trust and respect through genuine conversation</li><li>✗ Managing feedback</li></ul>

### Preparation and Application

In preparation for learning, each participant will analyse their current communication style. Each participant will develop a learning agenda and outline the results they want and the time frame for achieving them. As part of the programme follow-up, participants will have the option to receive ongoing coaching support to help them in the implementation of their learning agenda.

**Duration:** Two days.