

## Communication and Listening Skills (Tier 2)

**1 or 2 Days**

### Description

Communication is a complex and often difficult process for both the receiver and the sender. Possessing the ability to speak guarantee that speaking is done effectively. This material will enable you to improve your communication skills in both your professional and personal life. The program focuses on examining the communication process, common barriers, and techniques and tools to improve this critical skill.

### Prerequisites

- None

### Objectives

Upon successful completion of this program, participants will be able to:

- ✓ Recognize and understand the barriers that inhibit effective communication.
  - ✓ Identify problem areas that hinder your own success as a communicator and determine how to overcome them.
  - ✓ Select the communication techniques you will use in the future to strengthen and improve your interpersonal relationships.
  - ✓ Describe the feedback process and its impact upon successful communication.
  - ✓ Generate an action plan to foster your ability to give and receive feedback and to communicate more effectively.
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- Pre-Test/Feedback: Your Communication Skills
  - Communication - A Two-Way Process
  - Graphic: A Communication Model
  - The Fundamentals Of Communication
  - Application: Sender Communication Techniques
  - Application: Receiver Communication Techniques
  - Exercise: Effective Listening Characteristics
  - Model/Diagram: Johari's Window - A Source of Feedback
  - Exercise: Barriers To Giving Critical Feedback
  - Model: The Do's And Do Not's Of Effective Feedback
  - Summary
  - Post-Test and Answers: Enhancing Your Communication Skills
  - Action Planning