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THE ESSENTIALS FOR EFFECTIVE COMMUNICATION	<u>Duration: 2 days</u>
Workshop Purpose	<p>Research indicates that poor communication is probably the primary cause of interpersonal conflict. As individuals spend nearly 70% of their waking hours communicating in some form or manner, it seems reasonable to conclude that one of the most inhibiting forces to successful group performance is a lack of effective communication. The purpose of this module is to ensure clear and open communication, which is essential for a positive and productive work environment.</p>
Competency Outputs	<ol style="list-style-type: none"> 1. Apply a simple framework for interacting with people in an effective manner which highlights the importance of attentive listening, giving & receiving feedback and taking ownership from the outset of the interaction to resolution. 2. Communicate in an objective and solution-orientated manner. 3. Utilise this communication framework to promote co-operation and prevent conflict. 4. Be aware of their natural communication style and that of their team members. 5. Effectively conduct challenging business conversations in a professional and confident manner.
Methodology	<ul style="list-style-type: none"> • Self and team communication style analysis, implications and action plan • Exercises and group discussions • Role plays • Application project to ensure transfer from workshop to workplace