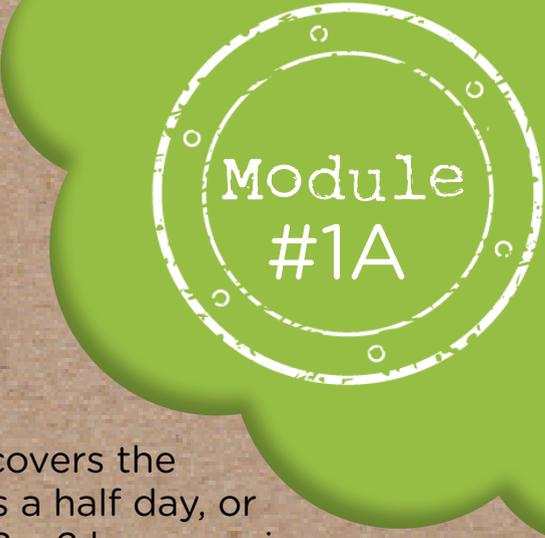


Clever Communi- cations

Workshop Contents

Clever Communications covers the following. It can be run as a half day, or as 4 x 1 hour sessions or 2 x 2 hour sessions.



Module
#1A

<p>Section 1: Understanding the styles</p> <p>In this first section we cover off the different communication styles that can occur in the workplace. Attendees work through understanding their own style first, and then the different styles they may work with and what challenges can happen between the styles.</p> <p>Learning Outcome: Understanding different communications styles.</p>	<p>Introductions 10 mins</p> <p>Comms Style Questionnaire 20 mins</p> <p>Discussions 30 mins</p>
<p>Section 2: Adapting your communication</p> <p>Now we review the different methods that can be used to adapt your communication style. Those attending will get some practical tools for how to adapt verbal communication and written communication to avoid misunderstandings and to get all the styles onboard!</p> <p>Learning Outcome: Demonstrating how to adapt your own style to others.</p>	<p>Adapting verbal comms 30 minutes</p> <p>Written comms 20 minutes</p>
<p>Section 3: Giving Feedback</p> <p>One of the hardest things to do is to give feedback to a colleague, friend or family member when something has gone wrong. In this section attendees will learn some fantastic methods for raising issues without the other person getting upset or angry! These methods can be used in many situations and work brilliantly.</p> <p>Learning Outcome: Trying out which techniques work best for them.</p>	<p>Methods to give feedback 25 minutes</p> <p>Discussion and exercises 30 minutes</p>
<p>Section 4: Being Assertive & Influencing</p> <p>Lastly we work through how you can use communication to be more assertive, say no (which many people find uncomfortable or some love it too much!) and influence getting your message across.</p> <p>Learning Outcome: Understanding methods to use to be more assertive.</p>	<p>Assertiveness 20 minutes</p> <p>Influencing 30 minutes</p> <p>Action Plan 10 minutes</p>