



Advanced Interpersonal Skills: Communication Training

Advanced Interpersonal Communications are a requirement today to work closely as teams and with other people. This session is designed to carefully address any areas of concern and help individuals increase their awareness of their interpersonal skills, including any unintended communications they may be making. This session provides a greater understanding of non-spoken communication, and allows a much improved level of interpersonal communications to be implemented in the company, improving management to staff and interdepartmental relationships, which also leads to greater productivity, happier staff, and a much higher standard of customer service provision.

It is extremely important that employees know how to effectively communicate with each other. Any negative communication received by a coworker can negatively impact the overall productivity of the team. In addition, if a business owner is having difficulty achieving an effective level of communication in their workplace, they should consider hiring a communication coach. Our Communication coaches are trained to provide businesses with the tools necessary to improve interpersonal skills. Our role is to help employees understand their own communication styles and how these communication styles can help them reach their own personal and professional goals.

Course Overview

You will spend the first part of the day getting to know participants and discussing what will take place during the workshop. Students will also have an opportunity to identify their personal learning objectives.

At the end of this one-day workshop, participants will be able to:

- Develop effective communication skills
- Develop active listening skills
- Be knowledgeable on how to overcome communication barriers
- Understand the impact of good questioning skills on communication

Getting to Know You

In this session, participants will learn about their type of personality, and their communication preferences.

Understanding Others

In this session, participants will learn the types of personality that exists, what communication style that other people prefer, and their communication preferences.

Making allowances for others Choices and Circumstances

In this session, participants will be taught how to be considerate and sensitive when it comes to other people's circumstances.

Understanding Communication Barriers

During this session, participants will be taught about the common barriers and how to deal with those.

Paraverbal Communication Skills

In this session, participants will learn how pitch, tone, strength and speed affect communication skills.

Non-Verbal Communications

During this session, participants will learn all about body language and how to interpret gestures.

Speaking Like a S.T.A.R.

In this session, participants will be taught how to speak like a S.T.A.R.

Active listening Skills

During this session, participants will learn how to listen better, understand the information, and send signals within the interaction.

Asking Good Question

In this session, participants will learn the types of questions and the purpose and importance it serves.

Mastering Conversation

In this session, participants will be given an opportunity to share their ideas and perspectives, and personal experiences. They will also be taught with tips to master conversation.

Workshop Wrap-Up

At the end of the course, students will have an opportunity to ask questions and fill out an action plan.

Visit <https://paramounttraining.com.au> for more information or call 1300 810 725