

## Global Communication Skills (Open Seminar)

### Training Objectives

There are two main objectives for this one day seminar:

1. Ensure that all participants recognize their personal communication style and the effect this has on other people.
2. All participants understand how to express their ideas and opinions clearly and appropriately in global business situations.

### Training Theory

Communication skills and techniques are practiced and developed through interactive lectures, role-plays, and critical analysis of participant's communication style and ability.



### Lecture Overview

#### Lecture 1: Communication Styles

Understanding the basic concept of assertiveness and recognizing different communication styles. Participants learn how to recognize passive, aggressive, and assertive behavior and language, and how to modify their communication style to a more assertive style.

- Recognize the characteristics of passive and aggressive communication and the effect that these communication styles have on people.
- Understand the true meaning of assertive and the positive effect it has on people.
- Recognize and become aware of communication difficulties and how to modify communication and behavior to deal with difficult situations.

#### Lecture 2: Communication Techniques

Practical communication skills and techniques to help participants communicate assertively and become more effective in dealing with everyday business situations in the global work place.

Key skill areas include:

- **ACTIVE LISTENING:** Listening techniques that are comfortable for native speakers and avoid misunderstandings.
- **ASKING QUESTIONS:** Appropriate questions for requesting and understanding information.
- **COMMUNICATING ASSERTIVELY.** Skills and techniques for communicating clearly and directly in an appropriate manner respecting the rights, needs and opinions of others.

## Seminar Schedule - 9th February 2010

AM

Seminar Introduction and Overview

Lecture 1: Communication Styles

- Aggressive - Passive - Assertive
- Identify Communication Styles
- Common difficulties and frustrations

Workshop

- Evaluate Communication Styles

PM

Lecture 2 - Communication Techniques

- Opening Statements
- Active Listening
- Assertive Communication Techniques
- Avoiding Dangerous Words
- Confirming agreements

Role-Play

- Practice Communication Skills
- Video Recording
- Review and Feedback

Seminar Review and Lessons Learned