

Clear Communication and Interpersonal Skills 清晰的溝通和人際交往技巧

MEDIUM : English / Cantonese COURSE CODE : CCIS DURATION : 1 day

Ease Understanding and Build Rapport to Achieve Common Goals

Communication is not simply getting a message across. Effective communication is about connecting with our audience. Connection is both on the logical and emotional levels. Making sense to the audience to ease their full understanding and engaging them in trusting interaction are essential soft skills for professionals to contribute to teams and to get collaboration.

Target Audience

Staff of all levels

Methodology

Lecture, Case studies, Exercise, Role-play and Energisers

The takeaways include:

- Be audience-focused with WII-FM (What's In It For Me) concept
- Learn a systematic model to inform and to instruct
- Practise a persuasive model to create open discussion
- Acquire active listening skills to recap and to probe
- Identify barriers and learn conflict resolutions
- Develop flexibility to suit four behavioural styles
- Influence with three Vs – Verbal, vocal and visual
- Give and get feedback to benefit from experiential learning

Course Outline

1. Connect with TLC and WII-FM

The participants will be aware of the TLC model and the WII-FM concept in an *energiser* to give and get information:

- Trust
- Likability
- Competence
- What's In It For Me

2. Present Ideas and Give instructions

The participants will learn and *practise* a Standard Format to be clear and precise in presenting ideas and in giving instructions. The Format classifies information from general to specific:

- Sum up key ideas
- Announce the outline of content
- Illustrate each idea with examples
- Recap the key ideas

3. Manage Communication Barriers

The participants will identify the causes of some communication barriers and discuss resolution methods:

- Different expectations
- Different interests
- Different communication styles

4. Find Commonality with GROW

Through *case studies* and lecture, the participants will practise engaging the audience to find common ground in the GROW process:

- Goal
- Reality
- Options
- Wrap-up

5. Influence with Three Vs

The participants will do *exercises* to acquire the following skills:

- Verbal – speak a tactful yet factual language
- Vocal - convey attitude with voice tone
- Visual – build credibility with body language

6. Adapt Style to suit Behavioural Styles

Through a *questionnaire* and *case studies*, the participants will learn how to be flexible in adapting communication styles to suit others' behavioural styles:

- Get it done
- Get it right
- Get along
- Get attention

7. Give and Get Feedback

Through an *exercise* and *role-play*, the participants will get tips on exchanging feedback:

- Dos and don'ts
- Process
- Tracking results