

Effective Communication and Interpersonal Skills

人際關係與有效溝通技巧工作坊

MEDIUM : English / Cantonese COURSE CODE : ECIS

Meeting others' expectations successfully is a key to effective communication. Forming trust in interpersonal relations speeds up team efficiency and enhances job satisfaction.

The workshop develops the participants' skills in the following aspects :

- Follow an audience-focus direction
- Plan the relevant content of a message
- Speak a precise and credible language
- Practise active and empathetic listening
- Give and get feedback to drive continued improvement
- Be aware of own and others' communication behaviours
- Adapt communication styles
- Select suitable communication channels
- Apply effective communication face to face, on the phone and via writing

Methodology The training is built on multi-sensory facilitation with the following activities: *Lecture, Discussion, Case studies, Role-play, Self-evaluation questionnaires, Exercises, Video and Game*

Course Outline

1. Creating the Context

The participants will engage in a *game* to be aware of communication dynamics: Trust, Liking and Competence

2. Overcoming Communication Barriers

Through a *discussion and case studies*, the participants will analyse possible communication barriers arising from the following differences: Expectations, Background and Interest

3. Planning with an Audience Focus

In an *exercise and role-play*, the participants will learn a tool to structure a clear message to suit the audience: Purpose, Content and Language

4. Selecting the Right Channel

In a *discussion*, the participants will discover the impact of three (3) channels. They will know how to select the right channel: Writing, Face to face and Phone

5. Getting Results via Email

The participants will *practise a three (3)-step template* to prompt actions: Get to the point, Provide easy reference, and Time the action

6. Adapting Communication Behaviours

In a *self-evaluation questionnaire and role-play*, the participants will realise how to adapt own communication behaviours:

- Build on strengths and compensate for weaknesses
- Match the communication behaviours of others
- Learn a model to build rapport

7. Practising Active and Empathetic Listening

In a *short video and discussion*, the participants will learn:

- Being objective
- Showing empathy to gain trust
- Using techniques of smooth questioning

8. Giving and Getting Feedback

In an *activity and discussion*, the participants will learn:

- The value of feedback
- Techniques of giving positive and constructive feedback

9. Action Plan

The participants will integrate the day's learning and form their *action plan* for applying the knowledge.