

# Communications, Challenging Interactions 1 day



## Pre-requisites

There are no pre-requisites for this course.

## Description

### Do you need to:

- Master the Art of Communication
- Deal with Angry and/or Difficult people
- Cope with Job Stress
- Know how to manage and resolve conflicts
- Learn about yourself and patterns of behaviours that you have encountered but haven't taken the time to understand as fully as needed.

## Aim

This one-day course aims to provide you with the skills to communicate with confidence and improve your workplace relationships through an increased understanding of yourself and others. This course will also help you to identify who the difficult people in your life have been and enable you to make a good decision about how to handle each situation you face.

## Learning Outcomes

At the completion of this course you should have the skills and knowledge to:

### Master the Art of Communication

- Understand your communication style and how you can adapt it to work more effectively with others.
- Identify and remove barriers to effective communication.
- Manage your non-verbal signals to enhance your communication.
- Practice key techniques that will help you listen more effectively.
- Develop smart questioning skills to get the information you want and need.
- Understand the impact that positive language can have on others.

- Demonstrate effective, non-confrontational interpersonal communication skills
- Examine how your personal beliefs and values play into the way you deal with difficult people.
- Assess each difficult person to enable you to make a good decision about how to handle each situation you face.
- Identify tools to help you find the right words.

## Topics Covered

Key topics covered on this course include:

### Master the Art of Communication

- The purpose of Communication?
- Five categories for active listening?
- Questioning Techniques
- Feedback vs. Feed forward

### Effective communication

- Common communication mistakes
- Vocal techniques
- Verbal vs Non-Verbal Communication
- Body Language
- Empathy
- What is emotional intelligence?
- Self-responsibility
- The Communication Plan

### Stress Management

- Types of stress
- Fight or Flight response
- How stress affects your health

### Challenging Interactions

- Interest Based Relational Approach
- Five Stages of Conflict – PONDY's model
- Five Steps in Dealing with Conflict

### Dealing with Angry People

- The importance of dealing with angry people



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Canberra Level 1, 15 Moore Street, Canberra City, ACT, 2601 Phone: 02 6162 2929 Fax: 02 6162 2928

Melbourne Level 6, 446 Collins Street Melbourne VIC 3000 Phone: 03 8060 4555 Fax: 03 9642 0150

# Communications, Challenging Interactions 1 day



- Styles of communication
  - Passive communication
  - Assertive communication
  - Aggressive communication
  - Workplace aggression
  - Cyber aggression
- Strategies for dealing with angry people and difficult conversations
  - LEAD model



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