

Dynamic Communication Techniques – 1 Day

A workshop to build communication, negotiation and assertiveness skills



Course Objectives

By the end of the course, delegates will:

- Understand and appreciate their preferred style of Asserting and Influencing when communicating with others.
- Recognise the strengths and weaknesses of these styles and explore the benefits of other styles.
- Understand how to adapt styles to different working situations / personalities in negotiation situations.
- Have learnt how to build and develop confidence in negotiating.
- Understand how to set and achieve goals.

The course will have a mix of theory and practical exercises including dynamic skills practice.

Pre-Course Preparation

Although there is not any formal pre-course preparation you should come to the course with a clear idea of what you hope to achieve in terms of your own objectives. Think about the ways you currently work with specific working situations. The following may assist you in your pre-course preparation.

- Spend time with your manager, prior to the course, to discuss your development needs in the areas, of your assertiveness, negotiation and communication styles.
- Think about your personal objectives and how the course will be able to explore these.
- Review your 'end of year' and interim appraisals focusing on your development needs and objectives.
- What opportunities will you take to practice your new skills?
- What examples have you got in terms of good or bad negotiation situations?

Improving Communication Skills

(a work group review)

- Assertiveness and Influencing in Negotiations
- Communication Techniques
- Working inside and outside the 'boxes'
- Non Verbal communication

Influencing skills

- an overview

Personality and Behaviour

(a work group review)

What is Assertiveness?

Culture & Gender Inhibitions

- The Right to Assertiveness

Counselling Yourself

- Positive Visualisation

Feedback

- Seeking it and using it!

Influential people

(a work group review)

Assertiveness Techniques

- Positive Thought
- The "Broken Record"
- The honest 'Joe'
- Saying 'No'
- Negotiating a Solution
- Workable Compromise

Working with others to influence behaviour

- Breaking down the barricades
(skills practice)

Planning a Negotiation Strategy

- Setting Objectives
- Identifying Common Areas
- Identifying Concession Areas
- Pre-conditions to Negotiation
- Consideration of the Other Party
(skills practice)

Characteristics of Successful Negotiators

Your Personal Action Plan