

## Effective Communication & Networking Skills

### INTRODUCTION

People learn interpersonal skills best through practice and this course consists of many practical activities, conducted individually, in pairs and in larger groups. We also review the benefits of networking and the skills of networking.

### COURSE OBJECTIVES

**By the end of the course, delegates will have:**

- **Recognised** the importance of listening as an interactive skill.
- **Distinguished** different types of questioning.
- **Appreciated** the importance of eye contact and body language.
- **Understood** basic rights in interpersonal relationships.
- **Distinguished** assertive behaviour from aggressive.
- **Recognised** basic Transactional Analysis (TA) Techniques.
- **Recognised** how they interact with other effective interaction behaviours.
- **Reviewed** the values of having an effective network
- **Reviewed** the Interpersonal skills required to network effectively
- **Practised** the skills of networking
- **Developed** a personal action for implementation in the workplace

**COURSE DURATION:** 2 Day Course

### COURSE CONTENTS

#### Principles of Effective Interpersonal Communication

What is effective interpersonal communication?  
How do we communicate?  
Giving and receiving 'messages'  
The importance of empathy

#### The Power of Behaviour

Why do people behave the way they do?  
What influences our behaviour?

#### Communicating Assertively

Assessment of the three behavioural options  
Obstacles to behaving Assertively  
The impact of assertive behaviour  
Choosing an assertive style  
Techniques for specific situations

#### Analysing and Choosing Behaviour

Understanding interpersonal transactions  
What is your favoured style of interpersonal communication?  
Choosing your behaviour  
Influencing the behaviour of other

#### Networking

What is networking?  
What skills do we need to network?  
Listening to learn?  
Making your network work for you  
Practical Exercises

#### Handling Different Situations

Dealing with different behaviour  
Meeting, Greeting and Exiting

#### Personal Development Action Plan

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