

Communicating effectively at work

Duration: 1 day

Audience: Pour tous

Who is this training for?

For everyone

Training objectives

- Discover your communication style and understand your impact on others.
- Recognize different communication styles.
- Identify winning strategies to collaborate more effectively with people with different styles than you.
- Develop authentic quality relationships and improve performance at work.

Summary

Communicating is the ability to create a relationship and work with others. Do you know your communication style? Whether you have an assertive or thoughtful communication style, favoring the factual or rather focused on interaction, understanding your style and that of others can have an impact on the quality of your professional relationships. Based on your individual diagnosis as a communicator, you will be able to get your ideas across and ensure that your message is well understood during a personal or professional exchange through effective communication. Afi U. offers training focused on experimentation and the exploration of concrete situations. Living experiences promotes the appropriation of practices and the integration of theoretical concepts, allowing you to adopt them immediately in your environment. An opportunity to gain impact for you and your organization!

Course outline

Fundamentals of Communication

- The process of communication
- Communication barriers

- The principles of communication
- The three key elements: intent, content, style

Communication styles

- The characteristics of each style (strengths, focus, motivations and pitfalls)
- The communication preferences of each style
- The keys to communicate well with each of the styles
- How to adapt your communication to achieve the desired impact

Key Skills

- The 7-38-55 rule of personal communication
- The inference scale
- The art of asking the right questions
- The 4 levels of listening
- The 6 tips to improve listening

Creating space for effective dialogue

- Portrait of my contacts
- Ways to improve to have better quality conversations with those around me

Communication tools

- Overview of the main tools currently available
- Rules of use to promote effective collaboration and teamwork

Approach and methodology

- Lectures
- Demonstrations
- Tutorials
- Case study

Recommendations

- Know oneself and adapt to others
- Actively experiment with techniques
- Transfer learning into everyday life

Accreditations

PMI : 7 professional development units (PDUs).

Code for recognition of accreditation units : 5054C7H34Y.

The activity is recognized by the **CHRP**.

Pre-approval number: **6296**.