EFFECTIVE COMMUNICATION & NEGOTIATION SKILLS

INTRODUCTION

Effective communication is a critical element of successful supervision and leadership. The ability to navigate through tense discussions opens doors in the business world that may have otherwise closed. From one-on-one discussions to group presentations, from daily emails to project proposals, managers can get positive results using proven communication techniques.

Surveys have shown that up to 80 percent of everything communicated is misunderstood to some extent. In fact, miscommunication is probably the biggest single cause of business foulups. You think you were clear; you think you provided the complete picture; you think the other person understood. And yet the work product does not meet expectations. What went wrong and how can you prevent it from happening again?

This two-day "Effective Communication & Negotiation skills" online program will show you how to get your message across clearly, precisely and at the right level. You will start out by learning to identify your audience's learning style and then matching the right media to it. You will then learn the secrets of communication pros, including building personal credibility, delivering positive and negative feedback, improving questioning and listening skills, rephrasing for better relationships, dealing with difficult people, and more.

COURSE OBJECTIVES

At the end of this two-day program (16 hours), participants should be able to:

- Understand the principles for effective communication and how to apply these principles in the workplace
- Learn principles of negotiation
- Assess their audience's learning styles and match their approach to their audience's needs
- Demonstrate effective questioning, listening and public speaking skills
- Implement techniques for enhancing vocal variety, eye contact, and body language
- Engage their audience and move them into action

COURSE CONTENT

1 Introduction Icebreaker Activity Workshop Overview OPRAH Netiquette 2 Learning the Communication Process Barriers to Effective Communication What is negotiation What is negotiation Steps in negotiation Steps in negotiation Using Approach Selecting the Correct Approach Using Appropriate Language Case study: Communication Challenge Case Study: Case S	Module	Module	Key Topics
Icebreaker Activity			
Workshop Overview OPRAH Netiquette Linear and Interactive Communication Communication Process Earriers to Effective Communication What is negotiation Steps in negotiation Elements to Consider Survey: Learning Style Preferences Building Rapport Selecting the Correct Approach Using Appropriate Language Case study: Communication Challenge Asking the Right Questions Types of Questions Activity: What's the Questions Activity: What's the Question Understanding Non-Verbal Communication Elements to Consider Communication Channels Using Appropriate Language Case study: Communication Challenge Types of Questions Developing Effective Questions Activity: What's the Question Evels of Listening Guidelines for Effective Listening Reading Non-Verbal Communication Eye Contact Body Language Giving and Receiving Feedback Performance Feedback Do's and Don'ts Feedback Practice	1	Introduction	 Trainer Introduction
Principles of Negotiation Through the Communication Process Principles of Negotiation Knowing Your Audience Selecting the Correct Approach Asking the Right Questions Becoming a Better Listener Understanding Non-Verbal Communication University Approach Communication Peedback Por Sand Don'ts Linear and Interactive Communication Characteristics of Effective Communication What is negotiation What is negotiation Steps in negotiation Characteristics of Effective Communication Steps in negotiation Steps in negotiation Communication Steps in negotiation Communication Steps in negotiation Communication Channels Lores study: Communication Channels Using Appropriate Language Case study: Communication Challenge Types of Questions Activity: What's the Questions Activity: Listening Reading Non-Verbal Cues Eye Contact Body Language Performance Feedback Do's and Don'ts Feedback Practice			Icebreaker Activity
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Steps in negotiation 4 Knowing Your Audience			 Barriers to Effective Communication
4 Knowing Your Audience	3	Principles of Negotiation	
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Approach - Using Appropriate Language - Case study: Communication Challenge - Types of Questions - Developing Effective Questions - Activity: What's the Question - Activity: What's the Question - Guidelines for Effective Listening - Activity: Listening Quiz - Activity: Listening Quiz - Reading Non-Verbal Cues - Eye Contact - Body Language - Performance Feedback - Do's and Don'ts - Feedback Practice			
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Team Member • Coaching for Improvement	10	_	
Role play: Skills practice		ream Wember	
11 Handling Challenging • Delivering Bad News	11	Handling Challenging	
Situation • Managing Conflict			
Dealing with Difficult People		Situation	
12 Action Planning • Program Summary	12	Action Planning	i i
Action Plan: Start-Stop-Continue	12	Action Flaming	
Participant sharing			
Completion of Evaluations			

PROGRAM AGENDA

DAY 1

Agenda

I. Introduction

- Trainer Introduction
- Icebreaker Activity
- Workshop Overview
- O.P.R.A.H. Netiquette

II. Learning the Communication Process

- Linear and Interactive Communication
- Characteristics of Effective Communicators
- Barriers to Effective Communication

Break

III. Principles of Negotiation

IV. Knowing Your Audience

- Elements to Consider
- Survey: Learning Style Preferences
- Building Rapport

V. Selecting the Correct Approach

- Communication Channels
- Using Appropriate Language
- Case Study: Communication Challenge

Q & A

DAY 2

Agenda

Hot Potato 2 (Recap)

VIII. Understanding Non-Verbal Communication

- Reading Non-Verbal Cues
- Eye Contact
- Body Language

Break

IX. Giving and Receiving Feedback

- Performance Feedback
- Do's and Don'ts
- Feedback Practice

X. Communicating with a Team Member

- Delegating Responsibility
- Coaching for Improvement
- Role play: Skills Practice

Q & A

Hot Potato 3 (Recap)

XI. Handling Challenging Situations

- Delivering Bad News
- Managing Conflict
- Dealing with Difficult People

Break

XII. Handling Challenging Situations...CONT.

XIII. Action Planning

- Program Summary
- Action Plan: Start-Stop-Continue
- Participant sharing of action plan
- Workshop Evaluation

Q & A

DURATION

2 day (16 hours)

METHODOLOGY

- **Interactive lecture** participants are encouraged to interact and questions are employed to stimulate interaction
- Simulation the scenarios allow experience and practice of communication skills
- **Feedback** there is continuous discussion for participants to comment, make suggestions and share opinions
- **Case Study and Exercise** these are designed to provide opportunity for participants to work independently and in teams.