

# 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 foul-ups. 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**

Module	Module	Key Topics
1	<b>Introduction</b>	<ul style="list-style-type: none"> <li>▪ Trainer Introduction</li> <li>▪ Icebreaker Activity</li> <li>▪ Workshop Overview</li> <li>▪ OPRAH Netiquette</li> </ul>
2	<b>Learning the Communication Process</b>	<ul style="list-style-type: none"> <li>▪ Linear and Interactive Communication</li> <li>▪ Characteristics of Effective Communicators</li> <li>▪ Barriers to Effective Communication</li> </ul>
3	<b>Principles of Negotiation</b>	<ul style="list-style-type: none"> <li>▪ What is negotiation</li> <li>▪ Steps in negotiation</li> </ul>
4	<b>Knowing Your Audience</b>	<ul style="list-style-type: none"> <li>▪ Elements to Consider</li> <li>▪ Survey: Learning Style Preferences</li> <li>▪ Building Rapport</li> </ul>
5	<b>Selecting the Correct Approach</b>	<ul style="list-style-type: none"> <li>▪ Communication Channels</li> <li>▪ Using Appropriate Language</li> <li>▪ Case study: Communication Challenge</li> </ul>
6	<b>Asking the Right Questions</b>	<ul style="list-style-type: none"> <li>▪ Types of Questions</li> <li>▪ Developing Effective Questions</li> <li>▪ Activity: What's the Question</li> </ul>
7	<b>Becoming a Better Listener</b>	<ul style="list-style-type: none"> <li>▪ Levels of Listening</li> <li>▪ Guidelines for Effective Listening</li> <li>▪ Activity: Listening Quiz</li> </ul>
8	<b>Understanding Non-Verbal Communication</b>	<ul style="list-style-type: none"> <li>▪ Reading Non-Verbal Cues</li> <li>▪ Eye Contact</li> <li>▪ Body Language</li> </ul>
9	<b>Giving and Receiving Feedback</b>	<ul style="list-style-type: none"> <li>▪ Performance Feedback</li> <li>▪ Do's and Don'ts</li> <li>▪ Feedback Practice</li> </ul>
10	<b>Communicating with a Team Member</b>	<ul style="list-style-type: none"> <li>▪ Delegating responsibility</li> <li>▪ Coaching for Improvement</li> <li>▪ Role play: Skills practice</li> </ul>
11	<b>Handling Challenging Situation</b>	<ul style="list-style-type: none"> <li>▪ Delivering Bad News</li> <li>▪ Managing Conflict</li> <li>▪ Dealing with Difficult People</li> </ul>
12	<b>Action Planning</b>	<ul style="list-style-type: none"> <li>▪ Program Summary</li> <li>▪ Action Plan: Start-Stop-Continue</li> <li>▪ Participant sharing</li> <li>▪ Completion of Evaluations</li> </ul>

# **PROGRAM AGENDA**

## **DAY 1**

<b>Agenda</b>
<b>I. Introduction</b> <ul style="list-style-type: none"><li>• Trainer Introduction</li><li>• Icebreaker Activity</li><li>• Workshop Overview</li><li>• O.P.R.A.H. Netiquette</li></ul>
<b>II. Learning the Communication Process</b> <ul style="list-style-type: none"><li>• Linear and Interactive Communication</li><li>• Characteristics of Effective Communicators</li><li>• Barriers to Effective Communication</li></ul>
<b>Break</b>
<b>III. Principles of Negotiation</b>
<b>IV. Knowing Your Audience</b> <ul style="list-style-type: none"><li>• Elements to Consider</li><li>• Survey: Learning Style Preferences</li><li>• Building Rapport</li></ul>
<b>V. Selecting the Correct Approach</b> <ul style="list-style-type: none"><li>• Communication Channels</li><li>• Using Appropriate Language</li><li>• Case Study: Communication Challenge</li></ul>
<b>Q &amp; A</b>

## DAY 2

<b>Agenda</b>
<b>Hot Potato 2 (Recap)</b>
<b>VIII. Understanding Non-Verbal Communication</b> <ul style="list-style-type: none"><li>• Reading Non-Verbal Cues</li><li>• Eye Contact</li><li>• Body Language</li></ul>
<b>Break</b>
<b>IX. Giving and Receiving Feedback</b> <ul style="list-style-type: none"><li>• Performance Feedback</li><li>• Do's and Don'ts</li><li>• Feedback Practice</li></ul>
<b>X. Communicating with a Team Member</b> <ul style="list-style-type: none"><li>• Delegating Responsibility</li><li>• Coaching for Improvement</li><li>• Role play: Skills Practice</li></ul>
<b>Q &amp; A</b>
<b>Hot Potato 3 (Recap)</b>
<b>XI. Handling Challenging Situations</b> <ul style="list-style-type: none"><li>• Delivering Bad News</li><li>• Managing Conflict</li><li>• Dealing with Difficult People</li></ul>
<b>Break</b>
<b>XII. Handling Challenging Situations...CONT.</b>
<b>XIII. Action Planning</b> <ul style="list-style-type: none"><li>• Program Summary</li><li>• Action Plan: Start-Stop-Continue</li><li>• Participant sharing of action plan</li><li>• Workshop Evaluation</li></ul>
<b>Q &amp; A</b>

## 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.