

# Communication and building relationships

"Whoever speaks a language incomprehensible to anyone but him does not speak at all. Talk, means talk to someone."  
"

Hans Georg Gadamer



## Training recipients

- Equip with current knowledge in the field of communication and relationships building.
- Increase the level of awareness and control over how we communicate.
- Learn techniques that help achieve better than before results in dealing with people.
- Equip with knowledge about methods to reduce the number of misunderstandings in professional and personal relationships.
- Teach effective strategies to build good relationships with people.
- Determine what emotional intelligence is and what its meaning is.
- Practice methods of communication based on knowledge in the field of emotional intelligence.
- Analyse different types of personality and their ways of transmitting and processing information.
- Become familiar with assertive behaviour techniques.

Training aimed at operational employees and management staff.



## Benefits

After completing the course, the participant:

- Understands the differences in the ways of communication.
- Can build good relationships in his team and business environment.
- Is able to identify conflict points in relations.
- Can constructively use the diversity of communication styles to enhance performance.

- He knows how to prevent conflicts resulting from barriers to communication.
- Is able to eliminate communication barriers.
- Knows what emotions are useful in working life and how to use them.
- Knows how to create an atmosphere of trust, respect and good relations in the team.



## Training program

1. Communication as a relationship building tool
  - A simulation game aimed at showing the most important elements of effective communication.
  - Developing the definition of communication – the Watzlawicka approach.
  - How do people communicate?
  - Where do misunderstandings in communication come from?
  - Conflict talk – how to avoid it?
  - Basic tools for good communication.
2. The variety of communication styles
  - Types of preferences of communication styles according to the system chosen for the needs of the participants.
  - Analysis of the ways of processing and transferring information by people representing different styles.
3. Emotional intelligence
  - Four dimensions of emotional intelligence – the ability to recognize one's emotions, control them, recognize emotions in others, exert influence.
  - How to deal with your own difficult emotion?
  - Emotional leading of an interlocutor.
4. Setting boundaries
  - What is assertiveness and why is it not just the art of saying "no"?
  - Assertiveness as a kind of attitude.
  - How is assertiveness manifested?
  - Submissive, dominant and manipulative behaviours, and assertive behaviours.
  - Assertiveness law.
  - Assertive messages.
  - Methods supporting assertive communication.
  - Benefits and possible threats resulting from attitudes and assertive messages in relations with people.
5. The strength of questions in communication
  - Types of questions and their application for effective information gathering.
  - Strategies for asking questions.
  - Exercises regarding different types of questions, determining their effectiveness depending on the purpose of the conversation.

#### 6. Communication with the highest rating

- Sensitivity of different people to individual dimensions (4 types of ear according to the typology of F. Schulz von Thun).
- Full messages (Facts-Answers-Needs).
- Arrangement without violence (language in NVC communication).
- Methods to help detail the incomplete statement of the interlocutor (e.g. MKI – interpretation control method).

#### 7. Summary of the workshop

- Developing plans for implementing new knowledge and methods at the workplace.
- Developing individual "vaccines" and "rituals" to support change.



#### Expected preparation of the participant

The training does not require any prior preparation.



#### Duration

2 days / 12 hours

#### Language

- Training: English
- Materials: English