training code: HR-PKI / Com_ENG_2d / EN

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. Shulz 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