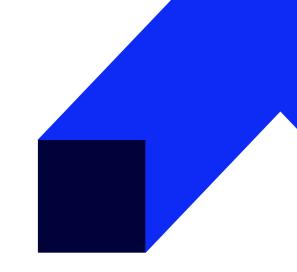


kod szkolenia: HR-PKI / Com\_ENG\_2d

# 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.
  - o 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.
  - o Developing individual "vaccines" and "rituals" to support change.



# Expected preparation of the participant

The training does not require any prior preparation.



## Czas trwania

2 dni / 12 godzin

## Language

• Training: English

• Materials: English