



How am I coming across?

make connections, improve dialogue and minimise conflict

Course summary

It's always good to talk. For many, communication is still regarded as the most important skill of all. Consider the number of conversations we have in a typical day with colleagues, friends and relatives. Invariably some of these go well – leading to a worthwhile conclusion or a strengthening of the relationship, others do not. While it is difficult to define precisely what we mean by a great conversation, it is easy to know when you are having one (and even easier to recognise when a conversation isn't working!). This course provides an accessible and easy to follow way of improving interpersonal interactions through the use of effective dialogue. By applying the principles of Transactional Analysis (TA), this introductory level programme covers how to actively make better connections, reduce the potential for conflict and elicit the reactions you want from others in any social situation. It provides a working understanding of TA to help improve interpersonal communication and enable people to become more responsible for their own actions and experiences.

The programme demonstrates that we always have a choice and have the potential to determine the outcome of any social interaction. This short session has been used widely in business when delivering 1-1 communication skills, interpersonal conflict management, negotiation skills and customer care.

Who is it for?



Suitable for all. Relevant to: customer services, sales, trainers, HR, caring professions managers, supervisors and anyone with an interest in relationship development.

Learning outcomes

By the end of the course, you will be able to:

- Apply practical methods to make new connections with others and ensure that constructive communication can continue indefinitely.
- Develop ways to maintain composure, deal with conflict, resolve any communication breakdown and re-establish dialogue.
- Recognise and respond to the hidden messages and unclear communications of others.
- Differentiate between reciprocal, crossed and ulterior transactions.
- Build strategies to extend a more 'adult' approach to work communication.
- Critically appraise your preferred style when interacting with others.
- Strengthen your ability to make informed communication choices and achieve the outcome you intended, in any interpersonal situation.

What else do I need to know?

Half day session. Can be alongside the **Applied Body Language** programme to provide a one day Interpersonal Skills Programme.

Part of the **Communicate and Connect** suite of programmes.
Links to: **Listen Up**, **The Language of Work** and **Applied Body Language**.

To find out more, or discuss your requirements please contact us:



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