



Advanced Communication and Interpersonal Skills



15 - 26 July 2024



Milan (Italy)

# Advanced Communication and Interpersonal Skills

course code: M1037 From: 15 - 26 July 2024 Venue: Milan (Italy) - course Fees: 4500 Euro

## Program Objectives:

### By the end of the program, participants will be able to:

- Identify different approaches to interpersonal relationships.
- Improve organizational communications.
- Discover different personal listening styles.
- Develop skills in building rapport with others.
- Practice and use assertiveness skills in different situations.
- Assertively say No and disagree with others.
- Enhance the ability to influence different personalities.

## This Program is designed for:

Employees, supervisors, senior and middle managers who already have good communication skills and want to take them to the next level by developing advanced communication techniques and strategies. This program is worth 25 NASBA CPEs.

## Program Outline:

### Defining Effective Communication

- Myths in Communication
- Elements of Our Communication with Others
- Communication Windows
- Identifying Approaches to Interpersonal Relationships
- Characteristics of Effective Communicators
- Communicating within Teams
- Organizational Communication

### The Art of Listening

- The Personal Listening Profile
- Identifying Listening Approaches
- Active Listening Techniques
- Effective Listening and Paraphrasing
- The Use of Clarification Techniques

### Understanding Others Filter Systems

- Internal Representational Systems

### Assertiveness Skills

- Definition of Assertiveness
- The Power of Self Talk
- Assertive Rights and Corresponding Responsibilities
- Learning How to Say No
- Feedback and Assertiveness
- Ten Activities to Practice Assertive Behavior

### Influencing Others

- Secret of Influencing
- What Makes an Effective Influencer
- Influencing through Rapport
- Sources of Individual Power
- Understanding Influencing Styles
- A Recipe for Successful Influencing
- Influencing Different Personalities

- Eliciting Meta Programs
- Building Rapport with Others
- The Heart of Effective Persuasive Communication
- Using Questions as Probes