

COMMUNICATION

Communicating with Others

Help your team talk with confidence and empathy to everyone they deal with at work, from their manager and coworkers to customers and clients. Over nine weeks they build rapport, learn to speak up respectfully, and finish with public speaking and communicating across cultures.

LENGTH	FORMAT	PRICE
9 weeks	Live online or at your workplace	\$1,935 Per person, plus tax

What your team will learn

- Read verbal and non-verbal cues, and adapt to different communication styles
- Speak up with confidence and respect, and help settle disputes peacefully
- Build rapport and trust with supervisors, coworkers, customers and clients
- Present ideas to a group and communicate well across cultures

Week by week

WEEKS

1–2

The basics of good communication

How communication works

The building blocks: what we say, what our body language says, listening closely and showing empathy.

Communication styles

Spotting the different ways people communicate, and adjusting your approach so you connect with each of them.

WEEKS

3–4

Communication at work

With your manager and coworkers

Handling the tricky moments in conversations with supervisors, colleagues and the people who report to you.

With customers and clients

Ways of talking with customers and clients that earn their trust and keep them satisfied.

WEEKS

5–6

Building rapport

Making a connection

Practical ways to build rapport and genuine connections with the people you work with.

Emotional intelligence

Noticing and managing emotions in a conversation, so working relationships stay positive.

WEEKS

7–8

Speaking up and handling conflict

Assertive communication

Saying what you think and need with confidence, while staying respectful, in all kinds of situations.

Communicating through conflict

Words and techniques that help manage a disagreement and settle a dispute peacefully.

WEEK

9

Presenting and communicating across cultures

Public speaking and presentations

Sharpening how you speak to a group, so your ideas come across clearly and confidently.

Communicating across cultures

Understanding cultural differences and adapting your style for a diverse audience.

How the sessions work

Role-plays

Realistic scenarios and simulations where your team practises each skill out loud.

Discussion forum

An online forum to swap experiences, ask questions and learn from each other.

Readings

Recommended articles and books on communication and working well with people.

Feedback and coaching

Individual feedback and coaching from the trainer as your team puts the skills to work.

Who it's for

- Customer-facing staff who need to build trust with clients
- Employees who are starting to present or speak up in meetings
- Teams that work with people from many cultures and backgrounds

Book this course for your team

At your workplace or online. We'll send a written quote and dates that suit your team.

(548) 490-4384

david@davidstraining.com

davidstraining.com