

Why is it worth sending employees to interpersonal communication training?

A company that cares about high communication skills of its employees achieves an advantage of effectiveness by saving time and money. Instead of spending time repairing errors resulting from unclear messages and misunderstandings, employees can use it to develop new projects!

We especially recommend strengthening communication skills for employees who:

- they manage the team
- have contact with clients or contractors
- they cooperate with others
- they pass on their knowledge to others
- they conduct meetings/meetings/conferences
- perform organizational/coordination tasks

An employee who communicates ineffectively:

- ✘ delegates tasks in an unclear manner, which affects the speed and quality of the task performed and employee morale
- ✘ carries out instructions without making sure that he is interpreting them correctly, which may lead to incorrect assumptions and incorrectly performed tasks
- ✘ may fail to capture important nuances of the message and at the appropriate moment ensure understanding in a conversation with a superior/co-worker/customer/contractor
- ✘ when transmitting knowledge, he does not pay attention to the clarity and accessibility of his messages
- ✘ does not see the impact of his/her way of communication on the quality of cooperation and the atmosphere in the team

An employee who communicates effectively:

- ✓ **is aware of the role of communication in influencing efficiency, attitude and motivation in the work environment** - carefully approaches what he says and how he listens
- ✓ **makes sure that he understands the task entrusted to him well** - he is aware of his influence on the correctness of the interpretation
- ✓ **transmits commands/instructions/messages in an understandable and comprehensive manner** - protecting the risk of misinterpretations
- ✓ **is focused on active listening, identifying needs and finding common points**, e.g. in relationships with subordinates or clients
- ✓ **as a manager, he ensures open communication** to foster an atmosphere of trust in the team
- ✓ **ensures the comfort of the conversation and common ground for understanding**, selects the appropriate language and communication style to suit the social role, situation and personality of the interlocutor
- ✓ **in conflict situations, acts strategically with a focus on finding constructive solutions**
- ✓ **shares knowledge and ensures that it is conveyed clearly and factually** - it influences the free flow of knowledge throughout the organization
- ✓ **forms constructive feedback**
- ✓ **is aware of his own behavior and weaknesses in communication**, which gives him the opportunity to analyze and correct faster

Two-day training program:

Interpersonal communication + interpersonal training

1 Interpersonal communication in a project team, or how to work out a solution together

- A technique for assertively reporting your own idea/solution, How to
- criticize ideas and solutions so as not to trip up their author - an original technique for quick constructive criticism of an idea (especially useful in team discussions), How to react "with
- class", constructively when someone criticizes you forum, Walt Disney's
- Strategy - how to use it to reach an agreement or develop solutions together?

2 Interpersonal training

- Communication training in confrontational situations
- Training in giving feedback in interpersonally difficult situations
- Proactivity training - taking responsibility for the situation and taking action

3 Diplomacy in spoken and written communication

- How to give corrective or appreciative
- feedback, How to communicate problems, disapproval and
- dissatisfaction, How to rush
- the lazy, How to set boundaries and talk about your needs/expectations,
- How to change your communication when you
- want to: motivate to act, to make decisions,
- engage and strengthen responsibility with the recipient,
- strengthen your authority.

4 Hidden Message Levels™ - what cannot be seen or heard, but affects the interlocutor

- When you don't know what it's about... it's about Hidden Message Levels™! How to read them and use them to understand the incomprehensible?
- How to translate content from hidden message levels to explicit levels so that others understand you better?
- Why is the model of 4 communication planes (4 pairs of ears) according to FS von Thun not sufficient to build understanding?

- Practical ways to communicate well with different interlocutors, e.g. women vs. men - how to find a common language; "oversensitive" - how to protect them from unpleasant feelings vs. "insensitive" - how to activate empathy in them; "over-interpretors" - how to protect them from wrong interpretation vs. "low defaults" - how to help them understand better; Baby boomers, generations X, Y (Millennials) and Z – how to reach the right generation with your message?

5 How to increase the effectiveness of your interpersonal communication

- Interpersonal training - your active group communication training with feedback and "on the fly" tips - from the trainer and other training participants (to your way of communicating verbally and with body language), Verbal and non-verbal communication - techniques that strengthen the verbal message and body language in such a way that you can better achieve the expected effect in communication (e.g. strengthen the message, build authority, engage recipients)
- What about when others say something and... little comes of it? Active listening tools for ethical "challenging" - how to cope when the interlocutor is talkative / "pouring water" or taciturn / introverted: - asking, stopping, summarizing, reflecting, paraphrasing (paraphrase to the content and deep paraphrase with a solution framework)
- The power of various questions in a conversation - e.g. how to better control the conversation, obtain information, build responsibility and proactivity of the interlocutor - you will discover the potential of closed, open and coaching questions.

6 Neurolinguistics in communication - how to deal with hooks and distortions in conversation - Metamodel

- How to recognize hidden intentions in your interlocutors' statements:
- How to lead your interlocutor to an "open card game" using questions from metamodel,
- How to change the direction of a conversation from unconstructive to positive for both parties, thanks to neurolinguistics (appropriate choice of words, presuppositions and syntax)

7 Metaprograms - how to change your own perception and communication strategies

- Metaprograms, i.e. how we filter information and create our own communication strategies,
- Overview of the most important Metaprograms: proactive vs. reactive, "from" vs. "towards", internal vs. external, options vs. procedures / general vs. specific, compliance vs. non-compliance
- Practical communication tips - how to know what Metaprogram your interlocutor is using and how to translate it into a more effective conversation

A package of EXTRA benefits for training at 4GROW



- ✓ **The trainer will ask about the needs and propose an optimal program** - we can talk today about the employee's problems and needs to make sure they are met. And they will be fulfilled, even if they go beyond the training formula, because only with us the "program" means something more than the training itself:
- ✓ **Individual training after training** - when the employee needs to deal with a challenge that goes beyond the training program, but related to assertiveness, or prepare for an important and difficult situation in the company, e.g. a conversation with a difficult client, enforcing the contractor's performance of the contract
- ✓ **"Unlimited" telephone support from the trainer** - when your employee feels that he wants to verify his progress or needs consultation because the situation he has encountered requires additional knowledge
- ✓ **Guaranteed date** – we guarantee training for as few as 3 participants. We do not cancel training.

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