

Interpersonal Communication Skills

Is your team's spoken communication clear and coherent enough for others to take action? Can they interpret meaning, reply effectively and ask insightful questions? How well can they vary their communication styles in different professional contexts?

This essential course will increase your teams' ability to communicate with confidence, improving rapport and connection with others. They will gain valuable communication techniques that will get them noticed.



Objectives	Benefits
<ul style="list-style-type: none"> Communicate effectively based on clear, detailed understanding gained through mindful listening, paraphrasing and questioning 	<ul style="list-style-type: none"> Participants will connect and collaborate with stakeholders through clear, confident and credible spoken communication
<ul style="list-style-type: none"> Adapt verbal, visual and vocal communication to different contexts to build and maintain rapport with stakeholders 	<ul style="list-style-type: none"> Stakeholders will appreciate increased understanding, stronger rapport and trust, enabling positive results
<ul style="list-style-type: none"> Deliver complete, clear, and coherent spoken messages that encourage and enable listeners/readers to take appropriate, timely action 	<ul style="list-style-type: none"> Your organisation will build a reputation for clear, considerate spoken communication that fosters collaboration and achieves goals

- Establishing level course: build strong foundations
- No experience needed
- Minimum upper-intermediate (B2) level English

Interpersonal Communication Skills - Course outline

Module	Competency
Interpersonal communication essentials <ul style="list-style-type: none"> Understanding the benefits of and barriers to interpersonal communication Evaluating your interpersonal skills and setting personal goals 	<ul style="list-style-type: none"> Set goals to improve interpersonal skills by analysing communication against criteria for effective performance
Structuring clear and coherent messages <ul style="list-style-type: none"> Structuring communication for common purposes Planning and communicating your messages 	<ul style="list-style-type: none"> Structure clear and coherent messages for common communication purposes at work
Adapting your communication preferences <ul style="list-style-type: none"> Identifying your communication preferences Flexing your communication preference 	<ul style="list-style-type: none"> Flex your communication to ensure positive interactions with others
Communicating with vocal and physical presence <ul style="list-style-type: none"> Assessing your vocal and physical presence Aligning your non-verbal communication with your message 	<ul style="list-style-type: none"> Strengthen the impact and clarity of messages with vocal and physical presence
Establishing rapport with others <ul style="list-style-type: none"> Initiating rapport Building and sustaining rapport 	<ul style="list-style-type: none"> Initiate, build and sustain rapport to develop a positive workplace environment
Being a mindful listener <ul style="list-style-type: none"> Staying present and focused Acknowledging thoughts and feelings 	<ul style="list-style-type: none"> Stay focused and receptive when listening, making others feel valued and understood
Creating shared understanding <ul style="list-style-type: none"> Clarifying understanding Summarising key points 	<ul style="list-style-type: none"> Use questioning and summarising skills to improve mutual understanding
Interpersonal communication mini-clinic <ul style="list-style-type: none"> Evaluating performance Setting goals and action planning to improve your interpersonal communication 	<ul style="list-style-type: none"> Develop plans to achieve interpersonal skills goals in the workplace by selecting tools and techniques for effective performance