

# Communication Skills for Effective Team Work

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Are there communication techniques that will get you heard? Do you sometimes feel misunderstood by your team? This course considers the practical skills needed to communicate well with your team and, therefore, be able to positively influence behaviours around you. This will be achieved by first analysing personal communication techniques and considering methods to improve these skills. Participants will then be introduced to methods that enable them to communicate effectively, even during difficult conversations.

## Part 1

9.30-10.45

- Understanding communication techniques that are:
  - ✓ Passive, aggressive and assertive in yourself and others
  - ✓ Communication techniques to help manage tricky situations

Break: 10.45-11.00

## Part 2

11.00-12.30

- How to communicate in specific situations:
  - ✓ 10 top tips to help you communicate better with your colleagues
  - ✓ Typical things we may do to make the situation worse or better
  - ✓ Sentences and body language that will get people on side
  - ✓ How to manage people who are angry and blaming
  - ✓ How to manage stressed team members
  - ✓ What to do when displayed behaviours are completely unreasonable
- Question and answer session
- Evaluations



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