

„Interpersonal communication: increasing self-efficacy and influencing other people”

Course description:

The training is targeted to mid-level managers and senior managers who, through effective communication want to increase their effectiveness and influence on other people.

The training covers a range of issues relating to interpersonal communication, which help to understand what is going on between people in the course of communication, how to influence others and how to maximize the efficiency of the interaction. The course also covers the theoretical and practical issues concerning the interpretation and resolution of conflicts which are caused by disruptions in communication. The workshops have an interactive form, theoretical contents are presented in a differentiated manner, supported by exercises and role plays, which help participants to remember and learn.

Acquired skills:

- Ability to adapt the message to the recipient
- Knowledge of our own communication style
- Knowledge of the barriers in social communication
- Recognising the role of non-verbal communication
- Early identification of conflict signals
- Practical knowledge of effective techniques to resolve and to use conflicts
- Recognising opportunities in conflict
- Ability to use persuasion
- Gaining knowledge about the most common techniques of manipulation and learning how to avoid such manipulation
- Increased awareness of interpersonal relationships

Training program:

- 1. What is interpersonal communication?**
- 2. Types of personality and communication style**
- 3. Knowing our own communication style**
 - a. Determining our own communication style
 - b. Analysis of our own interactive way in relations with other people - Johari Window

4. Non-verbal communications

- a. Non-verbal communication styles
- b. Functions of non-verbal communication
- c. Non-verbal messages – exercises
- d. Interactive messages
- e. Communication disruptions – exercises
- f. Training film presentation

5. Barriers in social communication

- a. Communication barriers
- b. Barriers that make the listening difficult - exercises
- c. Disruption of communication in close relationships

6. Communication that facilitates understanding

- a. Four steps of effective listening
- b. Assertive refusal, praise, criticism - role plays
- c. Assertive expression of anger
- d. Expressing requests and commands

7. Conflicts as a result of difficulties in communication

- a. E. Berne's Transactional Analysis
- b. Conflict resolution (reaction styles responding to the conflict, stages)
- c. Models of reaction styles in relation with conflict – based on self-assessment test done by participants
- d. Techniques that support effective management of conflict and its resolution
- e. Role plays

8. Influencing other people

- a. Expressive, receptive, and their effectiveness in different situations
- b. Cialdini's Six Principles of Influence: Reciprocity, Commitment and Consistency, Social Proof, Liking, Authority, Scarcity, Automatism
- c. Individual differences and influence: how to talk to a visual learner, auditory learner and kinesthetic learner ;
- d. Conformism:
 - i. Informative social influence (belief in rightness)
 - ii. Normative social influence (the need to be accepted)
 - iii. Obedience to authority
- e. Attitudes and changes of attitudes

- i. Changing attitudes through the change of behavior
- ii. Persuasive messages and change of attitude
- iii. How to become resistant to changing attitudes

Methodology:

During the training we use the following training methods:

- Presenting materials and techniques by the trainer
- Participants work
- Exercises with a camera
- Role plays
- Methods of work typical for coaching
- Discussion with participants

Organizational information:

Number of training hours: 12 hours / 2days

Time of training 9:15-15:15

Place of training: Łódź, Piotrkowska 125 – KM Studio - trainings