

# communicating with eq



Everybody can benefit from this communication skills training course, no matter their role in your organisation. This can be a great team-building day also.



Full day course.

Half-day workshop sessions marked with 



Run at your offices or in a virtual classroom

By adulthood you'd think we were all pretty much expert at communicating with one another. What is there to learn in attending a communication skills training course? But you will be surprised how much of how we say or write something affects our work relationships.

In this interactive workshop participants learn about impactful business communication. Learning how to communicate with emotional intelligence (EI or EQ) will be compelling and relevant to all staff members.

## goals

- understand the value of emotionally intelligent communication in the workplace
- learn the things that make communication difficult or less effective
- understand different communication styles and being able to adapt
- ask different types of question to gather information
- learn to listen actively
- build rapport
- communicate with empathy
- write effective emails.

**EQ**  
**train**

The way we communicate with others and with ourselves ultimately determines the quality of our lives – Anthony Robbins

## workshop info

Our facilitator will adapt the content and workshop style to the needs of the group. The following is a one-day program outline, which we can cut to a half-day workshop. Topics for half-day option denoted by ½  
We are happy to tailor topics – please discuss with us.

### Introduction and workshop overview

Participants will review the agenda and will discuss their training objectives.

### What actually is communication? ½

The group will explore their ideas of what communication is and where they see their strengths and what they find challenging. They will look at the role of emotional intelligence in effective communication skills.

### It goes without saying ½

Participants will study some of the science behind human communication and find out how little of what we communicate is done with words. They will learn how useful EQ is: *how* something is being said can provide more information than spoken words.

### Communication styles

Participants will learn about the DISC model and how they can adjust their style to put the other person on-side rather than off-side. Being emotionally intelligent allows for more productive dialogues and ultimately builds better relationships.

### Questions and answers ½

Asking the right questions helps in finding solutions to issues. Extending on this topic of effective questioning skills the group will learn to actively listen to the answer in an effective and emotionally intelligent way.

### The r factor

In communication, a lot of relationship and team development comes down to building good, old-fashioned rapport. For 'people-people' this comes as second nature and for others this is not as easy to master. Here the group will explore in which ways we can build and maintain rapport with team members and other work colleagues.

### Feedback v criticism ½

Giving feedback is essential in a workplace so that people can grow and develop and see what they themselves cannot see. Yet it can be perceived as criticism. This session will help all group members master the skill of giving both positive and developmental feedback in a respectful way.

### Writing emails

The group will spend some time focusing on emails as effective written communication is critical. Some people prefer to email their colleagues rather than have a face-to-face discussion and this session will guide the participants when email is and is not the best medium to use.

### Action plan ½

The most important thing about this communications skills training is putting things learnt into practice. The participants will therefore consider what communication techniques are most relevant to them and how they can best put them to use. They will also plan for the results they hope to see from using these new or refreshed skills.



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