



## communication skills - PACOCOMM ©

objective	To improve the effectiveness of communication through the improvement of communication skills
target group	All employees who wish to improve the effectiveness of their communication
topics	<p>What are the basic components of the communication cycle?</p> <ul style="list-style-type: none"><li>- Positive mindset, questioning, use of feedback, listening, empathy</li><li>- How to avoid wrong assumptions?</li></ul> <p>Assessment of my personal communication style</p> <p>What are some cultural differences in communication?</p> <p>Non-verbal communication:</p> <ul style="list-style-type: none"><li>- What does body language tell us?</li></ul> <p>How can I positively influence the communication climate?</p> <ul style="list-style-type: none"><li>- Advantages of mirroring, kiss, visualising words, permissive environment</li></ul> <p>How and where to sit in face to face communication, in meetings ?</p> <p>How to be assertive?</p> <ul style="list-style-type: none"><li>- differences between assertiveness and aggression</li><li>- usage of the NDESC-model</li></ul> <p>A variety of situations with their typical communication scripts</p> <ul style="list-style-type: none"><li>- receiving a compliment</li><li>- ending a conversation</li><li>- leading a critical discussion</li><li>- admitting a mistake</li><li>- delegating</li><li>- having a first meeting with somebody</li><li>- handling a complaint</li></ul>

Working with the 14 interactive skills

- Exercises on proposing, clarifying and reacting

Cases

- suggested by trainees

duration

2 days