

# Syllabus

## COURSE SPECIFICATIONS

### DURATION

Training is given in one day (6 hours)

(The content and the duration of this session can be adapted for a personalized on-site training.)

### TARGET AUDIENCE

Frontline employees and service staff with back-up or support roles who wish to improve their communication skills and maintain satisfying personal relationships.

### DELIVERY METHOD :

Instructor-led, group-paced, classroom-delivery learning model with structured, hands-on activities

Follow-up available (Optional)

### CERTIFICATION

Training Certificate

### ACCREDITED BY EMPLOI-QUÉBEC

TELEPHONE :  
(514) 365-8397

EMAIL:  
info@solutionsandco.com

WEBSITE:  
www.solutionsandco.com



## Corporate Training

### "Personal Effectiveness" Series

## Communicating for Results

### DESCRIPTION

This course teaches participants the attitudes and techniques that are essential for a constructive communication. Participants will find out how to communicate in order to encourage collaboration and solve problems and conflicts more efficiently.

### OBJECTIVES

Allowing the participant to:

- Communicate efficiently
- See communication techniques as tools in professional relationships
- Assert themselves in constructive ways
- Listen to and understand others
- Maintain mutually satisfying relationships

### COURSE CONTENT

#### Understanding the Dynamics of Communication

- The fundamentals of communication
- Person-to-person communication
- Nonverbal communication
- Paraverbal communication

#### Communication Tools

- Active listening
- Feedback
- Rephrasing
- Questions

#### Efficient Self-Assertiveness

- Listening to and understanding others
- Efficient conflict-solving
- Knowing how to communicate in a constructive and professional manner

#### Designing Your Personal Action Plan