



## Communication

### Course Description

This program has been designed to ensure that your employees communicate at the most efficient level. Communication skills are crucial when dealing with customers and building relationships. Learning the skills to communicate effectively and confidently will allow you to minimize the risk of problems caused by miscommunication and improve the working relationships internally and externally.

### Using the best practices, your employees will be able to...

- Understand all the parameters that influence communication
- Manage the concepts and techniques to achieve excellent communication in interpersonal relationships
- Put this knowledge into practice to progressively improve working relationships

### Content of the program

- Understanding all communication influences
  - Barrier and filters in the communication process
  - How to optimize your communication
- Personal profile
  - Types of profiles of the speakers – DISC Profiling
  - Identification of profiles
  - How to deal with different profiles
- Non-verbal communication
  - Gestures
  - Body language
  - Rapport and stance
- Skills to improve communication
  - Active listening
  - Empathy
  - Assertiveness
  - Powerful questions

### Methodology

This training is delivered over 8 hours which comprises a minimum theoretical part, focusing on activities and exercises in an active and participative training (approximately a ratio of 20/80). It relies on coaching methodology through which participants can become one hundred percent protagonists of their own learning process.