**Description:**
The interactive communication skills offered in this course can automatically improve and build on your current level of expertise. Practical and effective techniques will allow you to instantly be able to speak up for yourself in all aspects of your daily life. Learn how to listen and acknowledge issues – “good attention” equals “good communication” and resolve differences more effectively.

**Participant Benefits:**
- Assessing your own communication style
- Enhance your dialogue in challenging situations
- Overcome self-imposed barriers and limitations
- Build an assertive behaviour style
- Recognise the impact of self talk

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<th>Week</th>
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| 1 | Awareness of importance of communication in achievement of life goals  
Basic characteristics of good communication  
Understand how communication breaks down |
| 2 | The range of verbal and non-verbal communication  
Clarity of message transmission  
Skills of sending and receiving non-verbal messages |
| 3 | Impression equals expression  
Vague and concrete communication styles  
Being physically clear and congruent with the verbal message |
| 4 | “I” statements the reasons how to use them effectively  
Self disclosure/openness and personal responsibility  
Being authentic |
| 5 | Preparing the message:  
Gathering all the information  
Dangers of assuming and drawing conclusions  
Asking clarifying questions |
| 6 | The process of active listening  
Positive focus  
Open versus closed questions |
| 7 | Conversation starters and encouragers  
The art of empathy  
Empathic versus non-empathic responses  
The effects of judgment advice probing etc. |
| 8 | Accepting responsibility for own feelings and according others the right to do the same  
Expressing feelings accurately openly and appropriately  
Taking risks based on rational judgment |