



**Basic**

## **Communication Skills**

### One Day Training Course

#### **Course Aims:**

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Delegates will learn the relationship of their own behaviour to the behaviour of others in effective communications and understand the personal standards needed for good relationships. The effect of individual needs for recognition and positive feelings on communication will also be identified.

#### **Course Outline:**

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##### ***An analysis of success***

- Company requirements
- Personal attributes

##### ***Personal relationships***

- Self knowledge
- Personality
- Perceptions

##### ***Ego States***

##### ***Analysing communications***

- Using ego states
- Analysing transactions
- Interacting ego states
- Handling the transactions

##### ***Playing the game***

- Identifying games
- Handling game players

##### ***Strokes***

- Why strokes are necessary
- Using strokes effectively
- Dangers to be wary of
- Winning all the time

##### ***Stamps***

- Collecting stamps
- Cashing them in
- The ultimate redemption

#### **Target Audience:**

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Because the development of human resources principally involves interaction between people, the Communication Skills course is considered to be a fundamental basis for many of the courses provided by I Train. For this reason it has been designated as a prerequisite for a number of courses and delegates on these courses, to benefit from their learning experiences, must have attended Communication Skills before they will be accepted onto certain programmes.

#### **Assumed Knowledge/ Pre-requisites:**

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None

#### **Recommended Follow-up Course/s:**

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Communication Skills is a prerequisite for a number of courses.