



"You cannot do without communicating!" this is the first rule that determines the course which communication takes. Communication is a process of sending messages and receiving replies from the recipient about how he/she received the message.

By participating in this training session, you will learn the importance of efficient and effective communication when conducting meetings, getting the best out of the meetings by prioritizing the results and objectives that should be achieved. Towards the end of the training, the participants will be able to: distinguish between good and bad communication; identify factors that can present an obstacle in communication; use techniques for eliminating or decreasing the causes that lead to obstacles in communicating; interpret and apply the messages conveyed through body language; apply active listening and asking questions; understand and apply the concept of positive/negative feedback; establish their own personal style and recognize other personal styles; be familiar with elements of good communication in the working environment; acquire skills for planning and conducting effective meetings/events.

Contents

- Introduction to communication;
- Types of communication;
- Two-way communication;
- Non-verbal communication;

- Communication and personal styles;
- Styles of communication;
- Active listening/feedback when communicating;
- Obstacles in communicating;
- Empathy;
- Communication in the function of building relations in the working environment;
- Basic terms for facilitation/basic terms for facilitators;
- Basic skills for facilitation;
- Types of decisions;
- Effective meetings/events;
- Assertive techniques;
- Discussion techniques.