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**Effective Communication and Influencing Skills Training Workshop from 7th to 8th Dec 2017**

**Course description**

Personal and team success depends on the ability of individuals to communicate either face to face or virtually. Every interaction with another person determines how you are perceived and every interaction is an opportunity to develop trust and exert positive influence. Whether presenting one to one or to an audience, conveying information to a project team or delivering a difficult message, communicating effectively is one of the most powerful skills for achieving your objectives.

This course is designed to develop your ability to focus on your outcome, tune in to your audience and develop your message for clarity and impact. Your ability to create an environment for open discussion and ongoing dialogue is crucial for communication success. The communications skills covered in this course will increase your ability to exercise choice and control for every type of conversation, influence without authority and improve quality of relationships and productivity.

Good communicators are not born, they are made. Effective communication and influential skills are learned and be informed that you are making a significant step by enrolling in this course. No matter what your current skill level as a communicator and no matter your current status- manager, supervisor, and junior employee- this course will help you to be more effective.

**Course duration**

2 days

**Targeted participants**

Individuals, Managers, Team leaders, whose success depends on their ability to communicate clearly, to be understood and to influence how another person performs, and create positive working relationships.

At the end of the course participants will achieve:

* Well defined goals for more effective communications
* The ability to create an open environment for communication
* The skill to communicate clearly
* Stronger relationships through powerful communication
* An understanding of other people’s communication styles and needs
* Techniques to facilitate effective team and meeting communications
* Emotional Intelligence to deal with difficult situations

Participants will learn:

* Goals for Specific Communications — define your goals and then the most effective methods of delivery
* The Communication Process — understand the six step process
* Foundation Tools — for setting the stage for successful communications, one on one and with groups
* Barriers to Effective Communications — identify and develop methods to break down those barriers
* Communication Skills — learn how to combine the four key elements and the five basic skills to communicate with impact
* Influencing Techniques — expand on communication skills, using techniques and strategies to influence other’s behaviors and develop more collaborative working relationships
* Planning a Communication Strategy — identify your communication outcome and plan the best approach for achieving positive results
* Face to Face and Virtual Facilitation/Meeting Communication Skills — learn to communicate and facilitate effective group interactions

**Course Outline**

**Day One**

Foundation Tools

* Set clear communication objectives
* Establish clear understanding of roles
* Clarify the requirements and process that is most effective to achieve communication outcomes
* Identify and utilize common ground for successful interactions
* Team Exercise

The Communication Process

* Stages of Communication
* Prepare the message
* Match the message
* Deliver the message
* Barriers to communication
* Communication Exercise-Case Studies

Communication Skills

* Choice and Control
* Emotional Intelligence
* Four Key Components
* Developing Trust
* Gaining Rapport
* Outcome Thinking
* Listening for understanding
* Expressing without Provoking
* Questioning for Specifics

**Day Two**

Influencing

* Expanding the Skill Set
* Influencing Framework
* Guidelines
* Personal Needs and Motivations
* Influencing Strategy
* Influencing Exercise-Planning and Practice

Challenging Situations Understanding and Managing Conflict

* Communicating Non-Defensively
* Communicating Exercise-Real Plays
* Facilitating Team Communications
* Dealing with Dreaded Behaviors
* Team Exercise-Difficult Situations

Summary and Action Plans

* Lessons learned and plans for ongoing development

**Course fees**

Kenyan residents: Kshs 40,000 International: USD 400

**Venue: Meridian Hotel in Nairobi, Kenya**

**Date: 7th December to 8th December 2017**

The fees will cater for tuition, Lunch, and two tea break snacks. Participants are expected to take care of their travel expenses, accommodation and other out of pocket expenses. Accommodation can be reserved on prior arrangement.

**Mode of payment**

Payment shall be through electronic fund transfer to Africa Development Resources bank account 7 days prior to the commencement of the course.

For more information please contact us on:

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