

Communicating + Working Together

Course Outline



Learning Outcomes

On completion of this workshop, participants will have...

- improved their ability to communicate and work more effectively with their colleagues
- improved their ability to give feedback to those they work with
- enhanced their ability to receive and learn from the feedback they receive
- enhanced their ability to run and participate in more effective meetings
- improved their ability to resolve differences



Workshop Outline

1. Effective Working Relationships

- The essential ingredients in effective working relationships

2. Effective Communication

- The role of assumptions, perceptions and mental models and how these influence communication
- Asking effective questions
- Practicing active listening
- Exploring the Johari Window – a useful tool to improve our working relationships: Trust, Awareness, Communication, Empathy, Learning from feedback

3. Giving and Receiving Effective Feedback

- Our experiences with giving and receiving feedback
- Principles for effective Feedback
- Tips to give, receive and encourage feedback

4. Effective Meetings

- Understanding how communication preferences / styles can influence how effective our meetings are
- Do's and don'ts of effective meetings with our colleagues

5. Next Steps

- Identification of actions to take back to work

4
hours