



Communication Skills: A 4 Week Online Course

I have put together an online course, with the same type of material that a 2-day workshop or 6 session coaching programme on "Communication Skills" would contain. This course contains some basic and some advanced communication skills. There is theory on tried and trusted communication techniques used in the workplace as well as counselling situations, and lots of opportunity to practice your communication so you can become highly skilled in communicating in many different types of situations.

COMMUNICATION SKILLS

One of the most important things you or I will ever do is communicate. Communicating is the way we start and maintain (and maybe even end) all our relationships in the work environment, in our personal lives, and in fact in any sphere of life. Without good communication skills you get nowhere. With excellent communication skills you can go far in life.

- If you want to be a good leader, you will never be one unless you can communicate well in all sorts of situations, including the really challenging ones
- If you want a good intimate relationship with your partner, it is not going to happen in the long term unless you are very good at communicating.
- If you want a happy family you need to be good at communicating.
- If you want your business to prosper, your staff to deliver, and your customers to be happy, you need to be great at communicating.

You need to register and pay before starting the programme. You can start the programme at any time.

The outline of the 4 week programme is as follows:

Week 1: Looking at how you have learned to communicate. Understanding your current communication patterns. Understanding the communication patterns of those around you. Looking at what works and what does not work in your current communication patterns.

Week 2: Understanding how different people interpret the world in different ways. Understanding how our views of the world influence our communication – what we say and what we hear. Understanding the influence of our beliefs and values on interpreting communication. Understanding how we make assumptions in communication. Learning to stop making assumptions and really understand what is being said. In this week we also look at some general pointers around poor communication – such as – passive-aggressive, put-downs, hostile, defensive, scapegoating, blaming, diversion, and dictatorial communication – and discuss how to improve it.

Week 3: This week is about learning crucial techniques. Three listening techniques are covered and three self-expression techniques are covered. The listening techniques are: 1) The Disarming Method, 2) Feeling and Thought Empathy Method, 3) Inquiry. The three self-expression techniques are: 1) "I feel" statements Method, 2) Behavioural Change Requests, 3) Stroking. There is lots of opportunity for you to practice using these techniques using your own real life situations.

Week 4: In this last week we look at handling communication in challenging situations when the other party is: In Conflict; Passive-Aggressive; Aggressive, hostile or sarcastic; Stubborn and argumentative; Critical and judgemental; Demanding; and Constantly complaining.

- It is a [four-week online course](#). Each week beginning on Monday and on the three subsequent Mondays I will email you notes and information. There will also be work for you to do. This work will be exercises as you would do during a workshop or coaching session.

- The work you can do in your [own time anytime during the week](#), and should take between 2 - 3 hours a week to complete.
- During the course of the programme - which means up until one month after the last session has been emailed to you, you can [email your queries, comments, issues, etc., to me, to which I will reply as if in a workshop or coaching session. Feel free to email anything as often as you need to. You can send an unlimited number of emails to me while you are busy with this online course.](#)

Contact: penny.holburn@live.co.za for more information or to book for the course. You can start the course at any time.