



Administration and Secretarial



SCANDINAVIAN ACADEMY
Training and Development



Course: Communication Skills

Code	City	hotel	Start	End	price	Hours
121	Auckland (New Zealand)	Hotel Meeting Room	2024-05-06	2024-05-10	5450 €	25

Program Objectives

By the end of the program, participants will be able to:

- Acquire the skills necessary for communicating in an effective manner.
- Improve their ability to communicate across cultures.
- Employ techniques for listening actively and empathically.
- Communicate in an assertive manner.
- Manage interpersonal conflict.
- Handle feedback and criticism constructively.
- Utilize advanced communication tools and skills.
- Discover different personal listening styles.
- Understand and harness the power of body language.
- Apply meta programs to improve their understanding of people.
- Practice and use assertiveness skills in different situations.
- Unlock the secrets of influence for effective communication.

Course Outlines

Effective Communication

- Introduction to Communication
- Elements of Effective Communication
- Qualities of Effective Communicators
- The Communication Process
- Communication Beyond Words
- Sources of Miscommunication: Barriers
- Overcoming Communication Barriers

Defining Effective Communication

- Communication Overview: Definition and Characteristics
- Evolution of Communication
- Communicating for Results
- Understanding Elements of Communication



- The Element of Noise
- Mehrabian's 55-38-7 Rule
- Overcoming Communication Anxiety and Other Obstacles

Communication Across Cultures

- Improving Cross-Cultural Communication: Guidelines
- Managing Perceptions and Biases
- Understanding Communication Styles
- The Cross-Cultural Communication Skill Set
- Communicating within Multi-Cultural Teams
- Universal Laws of Persuasion: Process

Active Listening

- Hearing versus Listening
- Mastering Active Listening
- Asking the Right Questions
- Five Probing Techniques
- Pitfalls of Leading Questions

The Art of Listening

- Effective Listening and Paraphrasing Techniques
- Understanding Different Listening Styles: Active versus Passive Styles
- Improving the Information Recall Rate
- Assessing Personal Listening Profiles

Internal Listening Filters

- Sensory Input Channels
- Internal Filter Systems: the 6 Layers
- 6 Listening Meta Programs
- Avoiding the Loss of Information

Communication Behavior and Conflict Management

- Passive, Aggressive and Assertive Behavior
- Verbal and Non-Verbal Elements of Communication
- Understanding Conflict: Sources
- Conflict Management Styles
- Mastering Conflict Management Skills
- Learning to Say No



Mastering Body Language

- The Art of Body Language
- Components of Non Verbal Communication
- The Power of Appearances
- Eliciting Thinking Patterns through Eye Movement
- Building Rapport using Body Language

Constructive Feedback and Criticism

- The Value of Feedback
- Positive and Negative Feedback
- Giving Constructive Criticism
- Dealing with Negative Criticism

Advanced Assertiveness Skills

- Understanding Assertiveness: Definition and Values
- Components of Passive, Assertive and Aggressive Styles
- Assertiveness Rights and Responsibilities
- Managing Criticism Assertively

The Power of Influence and Persuasion

- Definition and Characteristics of Influence
- 6 Principles of Persuasion: How to Apply Them
- Bases and Sources of Power
- Dealing with Difficult People Using Persuasion



The Scandinavian Academy employs modern methods in training and skills development, enhancing the efficiency of human resource development. We follow these practices:

- **Theoretical Lectures:**
 - We deliver knowledge through advanced presentations such as PowerPoint and visual materials, including videos and short films.
- **Scientific Assessment:**
 - We evaluate trainees skills before and after the course to ensure their progress.
- **Brainstorming and Interaction:**
 - We encourage active participation through brainstorming sessions and applying concepts through role play.
- **Practical Cases:**
 - We provide practical cases that align with the scientific content and the participants specific needs.
- **Examinations:**
 - Tests are conducted at the end of the program to assess knowledge retention.
- **Educational Materials:**
 - We provide both printed and digital scientific and practical materials to participants.
- **Attendance and Final Result Reports:**
 - We prepare detailed attendance reports for participants and offer a comprehensive program evaluation.
- **Professionals and Experts:**
 - The programs scientific content is prepared by the best professors and trainers in various fields.
- **Professional Completion Certificate:**
 - Participants receive a professional completion certificate issued by the Scandinavian Academy for Training and Development in the Kingdom of Sweden, with the option for international authentication.
- **Program Timings:**
 - Training programs are held from 10:00 AM to 2:00 PM and include buffet sessions for light meals during lectures.