

DYNAMICS OF INTERPERSONAL COMMUNICATIONS™

Introduction

Communicate! Communicate! Communicate! How often do we hear how critical communication is? In fact many of our problems are caused by lack of, or poor communication. Peter Drucker, the famous management guru, maintains that “*Communication is Management’s number one priority. Without it we cannot manage*”.

The word communication comes from the Latin term ‘**Communis**’, which literally means ‘**commonly shared**’. We could take one very short definition of communication as “**shared understanding**”. This assumes that communication only occurs when two or more parties exist. The most common being between living organisms - such as humans.

Of course machines, like computers, TV’s, radios or phones transfer data between each other, but **the element of mutual understanding is missing**. Nevertheless machines still require the human touch, so communication starts and ends with people.

Another definition would include such elements as **sender, receiver, message, media, transmission, reception and interpretation**. If incorrect or no understanding takes place, we can say there was either **miscommunication**, or **non-communication**.

Workshop Contents

- Influence of Personality, Gender and Culture on Thinking and Learning
- What happens in our brain when we communicate
- Verbal communication is more left brained
- Non-verbal communication is more right brained
- Visual communication
- Communicating thoughts, facts and ideas
- Communicating feelings
- Identifying potential communication blocks, barriers or filters
- Overcoming these blocks, barriers or filters
- Communicating skills:
 - Speaking to be understood
 - Listening with empathy
 - Writing with clarity and impact
 - Planning and preparing our communications
- Making presentations and proposals
- Personal Development Action Plan (PDAP)

Learning Objectives

By the end of this program, participants will:

- Understand how, personality, gender and culture influence thinking, emotional and learning styles.
- Recognize a range of different thinking and types related to the program
- Be able to communicate with anyone, about anything – with more complete understanding
- Understand how communication takes place through many modes, including verbal, non-verbal, visual and vocal
- Know which parts of our brain function when we communicate in these different modes and why our styles can differ from person to person
- Be able to recognize that we each differ in our skills in writing, speaking and listening and these can relate to our personality
- Be able to use a systematic method to ensure communication is more effective
- Know how to plan an effective communication when preparing or giving a presentation or proposal
- Recognize and be able to overcome common blocks, barriers or filters in the communication process
- Develop an action plan to become more effective in communication.

Workshop Methodology

A key and unique feature of this workshop is that all participants will complete a personality traits survey form, resulting in a detailed personality profile. This will enable participant’s to discover their own preferred cognitive and emotional styles, which in turn can strongly influence the dynamics of thinking and learning relating to this workshop .

Workshop design incorporates a variety of methods to both stimulate active learning and appeal to the mix of participants preferred learning styles. Building on participant personality profiles, a number of interactive exercises, games and group discussion help them to understand the different thinking skills needed. Where appropriate, selected multimedia, video or power point visuals augment a comprehensive manual of notes. The workbooks are professionally laid out, appealing to the learner and capturing key learning points and post workshop actions

Workshop Duration

This can be designed as a 1, 2 or more intensive 3 day workshop, subject to client’s needs.

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