

Conflict Resolution

- Active Listening
- Empathic Communication
- Managing Confrontation

Part 2

Empathic Communication

ONE-DAY COURSE FOR LEADERS AND TEAMS

Empathic communication is communication that takes into account what we do, the way we do it, and our impact on other people. By improving communication within the work environment, we increase opportunities to achieve our goals.

Greater skill in communication brings an increasing ability to express our own ideas, and a growing capacity to meet other people's responses – however those responses are delivered. Empathic communication is a vital means of enhancing our performance, while supporting others to do the same. In this way we cultivate a culture of openness, mutual respect and improved teamwork.

This course will increase your ability to:

- Communicate under stress;
- Negotiate win-win solutions;
- Express your own needs, while taking the needs of others into account;
- Give and receive feedback without blame;
- Enhance transparency and trust between team members;
- Communicate directly to get the results you need;
- Listen to others so that everyone is heard;
- Be honest without insulting people.

Course Aims:

- To explore the principles of transparent and empathic communication;
- To enhance teamwork and working relationships with colleagues, partners, and customers;
- To understand the impact of skilful communication upon performance.

Learning Objectives:

- The principles of honest and transparent communication;
- How to communicate more effectively under pressure;
- The ability to make clear, 'do-able' requests to others;
- New ways of relating to 'difficult' behaviours;
- Developing tools for improving working relationships;
- How to maximise willingness in those we lead or manage.

For further details:

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What course delegates say...

'Achieved what other training programmes have struggled to do in twice the time.'

Leader, HR and Workforce Directorate.

'I think the course was excellent...you actually learn something that you can go away with and implement from the moment you leave the door, rather than something you have to continually refer to or revise.'

Team-Leader, International Engineering Company

'A highly interesting and effective course, building essential skills... This is a new approach to communication that everyone should find of benefit.'

Programme Director

'The training was both novel and stretching. I am confident that the skills taught our staff will have significant relevance...'

Police Chief DCI, Crime operations

'[The] sessions opened new ways to deliver the business, making me a hundred times more effective as a manager.'

Manager, National Government Agency

'Although I felt that my communication skills were adequate it has been a real eye-opener as to how I can improve.'

Medical Doctor

Approach and Methods

The atmosphere of the course is relaxed and enjoyable, and the learning both stimulating and thought-provoking. Activities include interactive exercises, discussions, personal reflection, and small-group role-plays. We avoid static presentations, preferring a more hands-on approach, which allows for increased interaction between trainer and delegates, and which encourages delegates to get to know each other in new ways. As well as working from a specially tailored course handbook, participants will use examples from their own experience as a means to gain first hand and embedded understanding of the processes of communication. The approach is strengths-based, drawing out and building upon delegates' current skills. This means that participants explore issues that are current for them in a supportive environment – a process that can be both challenging and illuminating.

Central Model

Empathic Communication is an adaptation of *Nonviolent Communication*TM, a process developed internationally in high conflict situations for mediation and reconciliation. This is now increasingly applied in businesses for developing communication skills. It is excellent for promoting effective and efficient communication, establishing blame-free working conditions, resolving difficulties and conflicts when they arise, and fostering an atmosphere of openness and trust between colleagues, partners and customers. This can radically increase the quality of working lives, and have a dramatic impact on teamwork, staff retention, and customer care.

