

Needs-based Communication

TWO-DAY COURSE FOR LEADERS AND TEAMS

Outline

An in-depth exploration of the fundamental principles behind communication, and how to apply them, even under difficult circumstances. Adapted from an internationally-used process for reconciliation, the process is particularly effective at managing interactions with others across boundaries, and developing healthy and successful relationships.

The skills learned and practised on this course are vital to both leaders and team-members, reminding us that communication is not a 'soft-option', but one of the key factors in the health and success of your organisation.

The course explores communication in three ways:

1. **How we express ourselves:** making confident and respectful requests that are most likely to bring other people on board, and achieve the outcomes we wish for.
2. **How we listen and attend to others:** defusing difficult situations, and avoiding the negative effects of blame and criticism – while hearing what others have to say, perhaps despite the way it is said.
3. **How to manage our own reactions within challenging interactions:** responding in a calm and resourceful manner to the ways in which others communicate, even in difficult situations.

'Achieved in two days what other trainings have struggled to do in five.'

Leader in HR and
Workforce Development

Life
At Work

Course Aims

- To manage challenging interactions more effectively.
- To improve working relationships through better communication.
- To increase empathy and resourcefulness in communication.

This two-day course increases your ability to:

- Communicate with greater precision and ease.
- Communicate, even when you do not get on with someone.
- Create constructive and motivated teams.
- Convert blame and distrust into mutual understanding.
- Say 'no' clearly without offending others.
- Give honest feedback without blame.
- Enhance understanding across boundaries, while acknowledging different needs and temperaments.
- Deal with challenging emotions in yourself and others.
- Express appreciation, while staying genuine and real.

Approach

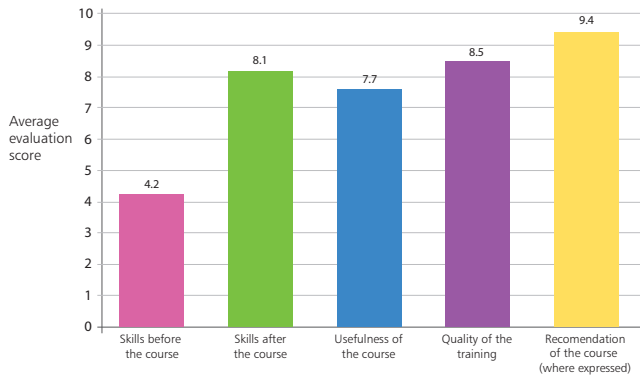
Needs-based communication is an adaptation of the internationally recognised *Nonviolent Communication*[™], in which Life at Work trainers are internationally certified.

What course delegates say...

Evaluations

Course evaluations between 2005 and 2007.

Participants' assessment of their skills and learning



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

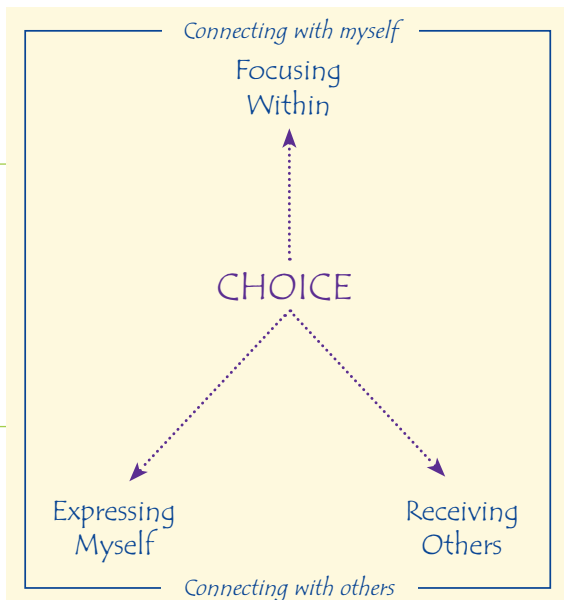
Programme Director, Postgraduate Medical Training

'The course made me consider my own methods of communication and taught me many new methods to communicate effectively, especially in the field of conflict. These will be very useful in my work.'

Manager

'[Your trainer] was a perfect instructor; I learned a lot about communication and teaching just by observing her.'

Team member

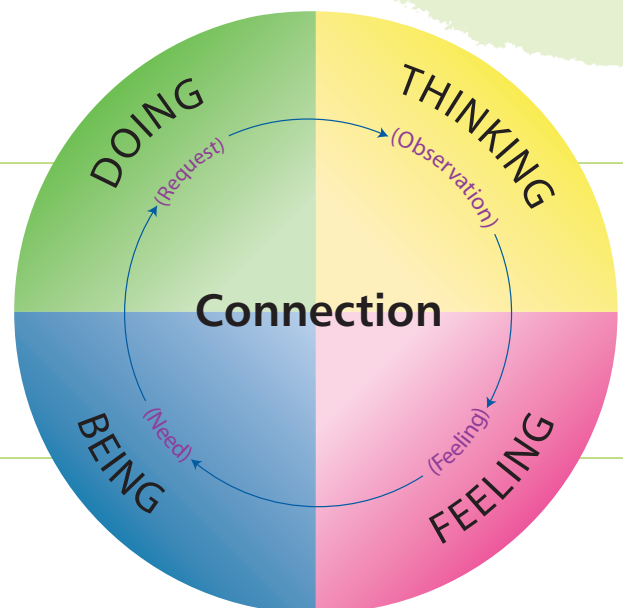


Choice

Awareness of where to focus our attention in communication gives us greater choice, as we manage challenging interactions with increasing confidence and ease.

Principles

The principles that underpin communication are the same whether interactions are difficult or going well. As we learn to apply these principles, we are able to increase collaboration, and develop constructive, rewarding relationships.



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For further details:

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