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TALKWORKS AT WORK[©]

The course

A **British Telecom** course:

On how to become a better communicator and make the most of your career.

This course is for all staff who want to improve personal interactions, develop skills to improve a better dialogue with all clients and improve communication within the organization. It offers a fresh look at the art of an encouraging and supportive dialogue.

The two-day workshop includes multi-media practice exercises.

Learning outcomes

- How to be clear and easy to understand
- How to strive for accurate understanding
- How to improve poor conversations
- Develop conversation skills in the workplace
- Start conversations successfully
- Create a constructive conversational climate
- Use conversational repairs.

Course details

6- 12 participants in a group

Period: 1 day, 9:00 to 17:00

Trainers: Alina Chirvase

AGENDA

1. INTRODUCTION

- What makes a conversation good?
- Video session
- A new model for conversations
- The Communicator and Listener Roles

2. GETTING THE CONVERSATION STARTED

- Communicator skill: setting the conversation up
- Listener skill: tuning in
- Communicator skill: headlines and underlines
- Listener skill: active listening

3. GETTING CONNECTED

- Communicator skill: putting in the picture and filling in the details
- Listener skill: identifying key points and feeding back highlights

4. STAYING ON COURSE

- Communicator skill: bringing your stories to life
- Listener skill: seeking further information

5. MOVING ON

- Communicator skill: checking for understanding
- Listener skill: checking for understanding

6. CONVERSATIONAL CLIMATE

- Importance of dialogue
- Key elements of conversational climate

7. CONVERSATIONAL REPAIRS

- Private repair
- Public repair