

Developing Effective Communication Skills

Erasmus+ course summary

The course aims at developing communication skills in order to improve relationships in organisations. It is based on Transactional analysis, a theory of communication and personal growth. The participants are encouraged to bring their own experiences, questions and dilemmas in communication and conflict management in the context of education field. With various pedagogical methodologies, they will recognise their own communication patterns, develop feedback giving techniques and learn to recognise psychological games.

"If you just communicate, you can get by. But if you communicate skillfully, you can work miracles." – Jim Rohn

Full Programme

OBJECTIVES

The main objective of the course is developing effective communication skills of participants in their workplace through identification and understanding of shortcomings in communication process is the main aim of the course. By the end of the course participants will have a substantial understanding of psychological dynamics in communication process. Furthermore, they will develop powerful communication skills in order to overcome barriers in communication process and to support their managing role. Participants will be able to manage conflicts better and communicate effectively with various stakeholders.

METHODOLOGY

The course is highly interactive, with strong emphasis on establishing a mentor relationship between participants and trainer. It follows two-way communication process including discussions, interactive games, working in groups and pairs, presentations, case studies, thinking techniques and individual activities. Substantial amount of time is dedicated to self-reflection and analysis of existing communication patterns with important persons. The participants will also receive a workbook with session's summaries and descriptions of activities used. We will recommend them interesting literature for further study.

PROGRAMME DAY-BY-DAY

DAY 1: Introductory meeting, explanation of practical arrangements, presentation of timetable, information about course venue.

Cultural evening.

DAY 2: Icebreakers. Introduction to Transactional analysis (TA), philosophy of TA. Introduction to communication: frames of reference, life positions and their role in communication, communication channels, congruency and incongruence in communication. Understanding of basic TA concepts in

communication: communication model of ego states, transactions, transactional options, diagnosis of ego states.

DAY 3: Analysis of transactions 1: simple and complex transactions, complementary and crossed transactions, 1st rule of communication, role play. Analysis of transactions 2: 2nd rule of communication, role play. Analysis of transactions 3: Ulterior transactions, 3rd rule of communication, role play.

DAY 4: Strokes, positive and negative strokes, conditional and unconditional strokes, strokes profile. Defining and developing core communication skills including strokes, I messages, sandwich messages, reframing.

Excursion.

DAY 5: Introduction to psychological games in TA and their role in communication, powerful questions in games identification. Games analysis with Karpman drama triangle.

Common psychological games in organisational settings, including “Why don’t you/ Yes, but”, “Look how hard I’ve tried”, “I’m only trying to help you”, personal reflection.

Study visit in yoga centre: Role of non-verbal communication.

DAY 6: Examples of psychological games, role play. Integration of knowledge and skills, transfer of learning to the workplace, peer- supervision. Concluding remarks.

DAY 7: Key learning points.

Planning follow up activities, dissemination and implementation of learning outcomes.

Discussing possibilities for future cooperation among participants.

Evaluation.