



Training Workshop:

Effective Communication

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DAY ONE

9.15 Coffee

9.30 Introduction to the day

The trainer will:

- Agree any ground rules
- Introduce exercise: “What’s in a name”; (Discussion in pairs, questions such as full name, who named you, significance of your name, effects of your name etc)
- Group feedback

10.00 Communication skills

The Trainer will:

- Define “communication”
- Group work looking at picture cards of ambiguous pictures (to reinforce that life is not always to be seen in black & white and no room for difference + alternative views)
- Difference between “Hearing” & “Listening”
- Good and bad time for important conversations
- 48 hour rule
- Time out & Time limits
- Role play demonstration of the Floor card method of doing conversation
- Pairs work practicing “effecting hearing & listening skills”

11.00 Coffee

11.15 Communication skills (continued)

- Group feedback form last session



Trainer will:

- Discuss barriers to change/to using a more effective communication skills/tool
- Identify preferences that work against change (demonstrated with Signatures and arm folding exercise)
- Teach negotiation skills (Negotiating our wants)
- Identify the basic understanding of Transactional analyst (Parent/adult/child) and dealing with those in Authority
- Transactional Analyst (TA): Understanding Parent/Adult/Child dynamic; Understanding people and games people play and masks people wear

12.0 Who am I?

The Trainer will discuss:

- What has contributed to who I am
- Reflect on “What’s in a name”
- Read “The old Rabbi” (Instead of concentrated throughout life on changing others, maybe with age comes wisdom and knowledge that if I had concentrated on changing self, I might have changed a lot more.....)
- Will the true self come forward (What can a Russian doll show us)
- Masks that we wear to present two sides (our public & private self)

Pairs exercise: Coats of arms (draw on shields images representing: a personal achievement, challenging event, something you’re really good at, your personal motto, how you spend your spare time achievement)

1pm LUNCH

1.45 Who am I? (continued)

Trainer will facilitate:

- Feedback from pre-lunch pairs exercise
- Preliminary insight into our “Defences”
- Poem “On being myself”

2.15 Core emotional needs

Trainer will:

- Explain our core emotional needs
- Pairs exercise to identify and discuss our core needs
- Discuss “Fight & Flight” to get those needs met

3-3.15 Questions & Answers

End of Day one

DAY TWO

9.15 Coffee

9.30 Welcome back to day two

The trainer will:

- Remind about any ground rules



- Any issues/points for discussion from day one
- Feedback: were the day one tools useful, used, not used beneficial or not
- Introduce the day: emphasising Conflict managing and resolving

10.00 Conflict

The Trainer will:

- Define “Conflict” and primary causes
- Cost-v-“rights”
- Peace with self and taking responsibility
- 3 Basic ways people respond to conflict (Escape, Attack, Resolve)
- Say “sorry/confesing wrong” & forgiveness
- The “PAUSE” principle for negotiating a conflict
- The role of a third person/MEDIATION

11.00 Coffee

11.15 Conflict Resolution

A video of a mediated conflict (a visual representation of a role played conflict reolved by Mediatio
THAT A VIDEO + TV WILL BE NEEDED AT THE VENUE)

Followed by a discuss on the role of the Mediator and what they bring to a conflict.

12.00 Family Scripts and genogram

The Trainer will:

- Provider a brief explanation of life scripts –that cause us to act in particular ways
- Provider a brief insight into a famous persons family tree and what we can learn from the 1 we belong to.

Introduce the “Four Square diagram” – as a resource for setting our own goals for change

1pm lunch

1.45 Work individually on own “Four Square diagram”

(Change requires a plan of action. No plan = No change)

2.15 Group feedback on “Plan for change”

- (Is Plan **S.M.A.R.T**)

Time permitting, Trainer will:

- Explain “Emotional bank account” (making deposits, to effect change in others)
- Donkeys pulling in opposite directions: Is there a better way
- “Fred & Freda” on the see-saw of life and keeping relationships in balance

3-30 Questions & Answers

End of Day Two