

Communication Skills Seminar

Programme outline:

- * Communication Confidence
- * FROGS
- * 6 Self-Confidence skills
- * Course Information



Communication Skills Seminar

Higher needs:

- * the need to be accepted unconditionally
- * the need to be appreciated
- * the need to be respected and recognised
- * the need to be valued
- * the need to be approved
- * the need to be complimented



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Did you know?

- * Only 7% of your communication is through words
- * 38% through intonation and voice inflection
- * 55% through body language and non-verbal communication



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F = Family & Friends
where they are; are they close

R = Recreation
what they enjoy doing; what they like to do after work

O = Occupation

G = Geography
where do they live; where they have been; where they like to go

S = Social life
who they socialize with; where they like to go



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6 Self-Confidence tools

- * ***Everyone is like you:*** need acceptance, attention and emotional stroking
- * ***Express, not Impress:*** People don't care about how much you know; They want to know how much you care about them
- * ***Create instant Rapport:*** Everybody communicates differently, find out what grabs them
- * ***Paraphrase to listen better:*** Avoid miscommunication; summarise main point and say it back to them
- * ***Give targeted compliments:*** Compliment the action, rather than the results
- * ***Confidence Anchor:*** John Cage & Barry White; Squeezing hand



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11 Vital Communication Tools

- * 87% of your total lifetime information is gathered by sight
- * 7% by hearing
- * 3.5% by smell
- * 1.5% by touch
- * 1% by taste
- * Gestures, body language, facial expressions are critical to communications



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Communication Skills Course:

A. *To become an effective communicator you have to master:*

- 1 Appearance
- 2 Posture
- 3 Gestures
- 4 Eye-contact
- 5 Facial expressions
- 6 Voice
- 7 Listening
- 8 Handling questions
- 9 Padding
- 10 Humour
- 11 FROGS

B. *Teach effective communication tools to show how to better:*

- 1 speak in public, e.g. job interviews
- 2 present at meetings
- 3 give a public speech

