

COMMUNICATING EFFECTIVELY



Product Syllabus:

- Motivating communication
- Communication techniques
- Verbal communication
- Non-verbal communication
- Behavioural communication
- Communicating responsibly
- Supporting needs, wishes and preferences
- Privacy & dignity
- Confidentiality
- Sharing information appropriately
- Gossip
- Barriers
- Blocks
- Questioning techniques
- Open questions
- Closed questions
- Prompting and probing
- Silence as a communication tool
- Listening
- Active listening
- Reflective listening
- Empathy
- Eye contact
- Facial expressions
- Gestures
- Body language
- Physical contact, touch
- Personal space
- Dealing with misunderstandings
- Syndromes, conditions and communication
- Hearing problems
- Sight problems
- Communication aids
- Introduction to communication theories such as Johari Window and Transactional Analysis