# Advanced Communication Skills Training Course Description

## Understanding Stories

- How do you perceive the world?
- How do you make stories to make sense of what goes around you?
- How these stories come to define your behaviors?
- How can you use *story analysis* to improve your communication with others?

## Intention Analysis

- What are the two common mistakes made when considering intentions?
- How to avoid these mistakes?
- What is the relationship between intentions and their impact and how should you respond to them?
- How should you handle intentions to get the best results?
- What is the best way to share your intentions with others?

## Avoiding Blame

- What is the *Cycle of Blame and Disengagement*?
- What is bad about blaming others when things go wrong?
- What should you do instead when things go wrong?
- How to avoid blaming others?

## Feelings

- If you feel strongly about something, how should you express yourself?
- What happens if you don't share your feelings with others?
- Should you bury your feelings and get rid of them as hard as you can? Should you vent them or should you deal with them?
- How can you use a simple formula in conversations to easily share your feelings with others?

## Difficult Conversations

- What is the best way to express your dissatisfaction with someone?
- How to analyses implicit messages in what you say or is said to you?
- What is the impact of these implicit messages on people and their long term relationship?
- How to take advantage of the *4-Steps Conversation Technique* to significantly improve the quality of your conversations?

## Psychological Games

- Why people get stuck in circular arguments and feel they should not give in to others?
- How can you break this cycle and improve your communication skills?

- What is the "*Drama Triangle*" and how can it be used to improve your communication with others?

## By the end of this course the delegates will be able to:

- Search to **understand other people's stories** and learn to **change your perspective** based on their view to improve your conversation
- **Prevent misunderstandings** by **clarifying intentions** and avoid common mistakes that escalate the situation rather than resolve it
- Avoid blaming others and **take responsibility for your own contribution** to any situation
- Understand and **manage your feelings** so they don't clutter your understanding or affect your conversations with others
- **Handle difficult conversations** by monitoring **implicit messages** and use techniques to gain rapport
- Avoid destructive **psychological games** in conversations and use techniques to shift the conversation away as quickly as possible