

Effective Communication

高效沟通

Duration: 2 Days

培训时间 : 2天

Language: Chinese

语言 : 中文

Target Group

All staff and managers who need to improve communication capability

培训对象

企业中所有需要提升沟通能力的经理与员工

Objectives

The participants will:

- Learn basic communication theory and tools
- Learn how to organize your communication effectively to reduce the obstacles and mis-understanding in communication
- Use DISC model to communicate with different style people
- Improve management effectiveness through improving communication skills.

目的

学员将：

- 掌握沟通的基本知识以及语言交流的全过程
- 学会有效组织沟通程序，减少沟通障碍
- 了解不同沟通风格以及沟通心理
- 通过提高沟通技巧有效地改进管理效能

Contents

- Communication Loop
- Obstacle of communication on organization and interpersonal level
- Iceberg model of communication
- Effective listening and questioning skills
- How to organize your message
- Johari window
- How to give and receive feedback in a team
- DISC communication model
- Action plan

内容

- 沟通循环
- 个人与组织沟通障碍
- 沟通的冰山模式
- 提问与聆听技巧
- 组织信息与语言
- 周哈里之窗
- 如何给予以及接收团队成员反馈
- DISC 沟通风格
- 行动计划书