

Course
Catalog

2017 - 2018

“Effective communication”

Erasmus+ KA1 Course



Anelixis Training Center

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Summary

The purpose of good communication is to get the right message to the right people in the right way. It sounds simple, but many people fail to organize their communications properly, leading to misunderstanding, frustration and missed opportunities.

This course develops your ability to focus on your outcome, tune in to your audience and develop your message for clarity and impact. Your ability to create an environment for open discussion and ongoing dialogue is crucial for communication success. Transactional Analysis (TA) is a model for understanding human behaviour, communication and relationships. It was originally developed in the 1950s by the late Eric Berne, MD.

Objectives

By the end of this course, the participants will be able to Interact more effectively with their customers, peers, subordinates, superiors and significant others. They will practice on how they can listen actively and empathetically and how they will communicate with assertiveness. Additionally, they will have the opportunity to apply the TA theory to their own behaviour and the behaviour of others in the group

Agenda

Day 1

- ✚ Introductory meeting, explanation of practical arrangements, presentation of timetable, information about course venue.
- ✚ Icebreakers, Introduction to the Course
- ✚ Introduction to Communication
- ✚ Road Blocks: Recognizing Communication Barriers

Day 2

- ✚ Self-awareness: Being in the Know
- ✚ Listening skills: Effective interpersonal skills

Day 3

- ✚ Principles of Transactional Analysis
- ✚ Types of Personality

Day 4

- ✚ The Ego State Model
- ✚ Types of Transaction, and strokes
- ✚ Time structuring

Day 5

- ✚ Life positions and «OKness»
- ✚ Steering communication with awareness of transaction types

Day 6

- ✚ Psychological games
- ✚ Study Visits

Day 7

- ✚ Erasmus+ programme : objectives, priorities, actions, forms, budget, tips for applicants
- ✚ Planning follow up activities, dissemination and exploitation of learning outcomes
- ✚ Course Evaluation
- ✚ Certifications

Methods

Lectures, exercises, discussions, teamwork, role-playing, study visits

Target groups

Teachers, teacher trainers, careers officers, educational counselors, head teachers / principals / managers of schools / organizations offering adult education, professionals.