

## **Communication and Interpersonal Skills**

This programme is for councillors who would welcome an opportunity to revisit some of the principles of interpersonal skills. It is ideal for members who have not received any formal training, and who would like to develop their awareness of more advanced communication techniques. It is an essential session for those who would like to improve their rapport building and information-gathering skills.

### **Programme Objectives:**

By the end of this session delegates will be able to:

1. Understand the need for twoway communication
2. Use different questions appropriately
3. Use active listening techniques to gain information
4. Develop rapport-building techniques and apply these appropriately
5. Describe the impact tone and non-verbal communication has on others

### **Further Information**

The workshop is highly participative and involves a range of communication skills exercises. The course also includes an awareness of different communication styles and the impact these have on other people.

**Duration:** Two hours