



e-learning

Communication training

Knowing and applying the right communication methods is crucial for a good working atmosphere and constructive cooperation. In this communication training session you will learn more about the most important background information and methods. This will raise your awareness of the subtleties of communication in both your professional and private life so that you can respond appropriately. This e-learning course contains excerpts from the best digital communication training sessions compiled by the Haufe Akademie.

Booking Number: **34907**

Group of participants:
Anyone who wants to learn the basic principles of communication in order to improve their communication both professionally and privately.

Duration: **approx. 3 hours**

Language:  

Unit price:

€ 49,- zzgl. MwSt. | € 58,31 inkl. MwSt.

Package prices from 50 licenses on request

Learning objectives

When you have completed this e-learning course you will be able to ...

- ✓ explain the sender-receiver model.
- ✓ explain the iceberg model.
- ✓ explain the four-ears model and use it to analyse situations.
- ✓ classify communication processes more effectively.
- ✓ describe four factors that significantly influence your perception and that of your interlocutor.
- ✓ explain two basic principles of verbal and non-verbal communication.
- ✓ explain what feedback is and what value it adds.
- ✓ give constructive feedback.
- ✓ make good use of feedback for your personal development.
- ✓ argue authentically because you are more conscious of your inner attitude.
- ✓ classify which aspects influence how you perceive messages.
- ✓ build up an argument in a structured way.
- ✓ develop logical and comprehensible arguments.
- ✓ apply active listening methods.
- ✓ establish a common understanding through paraphrasing.
- ✓ steer a conversation by asking questions.
- ✓ explain the storytelling method and know what added value it has for you personally.
- ✓ use a plot to "capture" the attention of your interlocutor and arouse their interest.
- ✓ structure a presentation or a consultation creatively.

Contents

- What am I going to learn in this e-learning course?
- Basics of interpersonal communication
- What influences my perception?
- What influences how I communicate?
- What is feedback about?
- How do I communicate using I-statements?
- What effect can feedback have?
- Am I an offensive or a defensive player?
- How do I perceive messages?
- How do I persuade my audience?
- How do I build my argument?
- How do I listen actively?
- How do I ensure we have a common understanding?
- How can I steer a conversation by asking questions?
- What is storytelling and what benefits does it have for me personally?
- What do I have to say to be heard?
- How do I structure a story?
- What will I take away from this e-learning unit?



Information on the web

www.haufe-akademie.de/34907



Let us advise you

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