

Soft-Train®



*At Soft-Train
Technology Works*

Communication and Influence (3 Days)

COURSE GOAL: To provide the student with a better understanding of communication and how things are being said can influence various people.

PREREQUISITES: Basic understanding of English

LEARNING OBJECTIVES:

Upon completion of this course the student will be able to:

- Communicate more efficiently and effectively
- Work on their Listening Skills
- Interact in a Task Group

KEY TOPICS:

I. Listening

- A. Real vs. Pseudo Listening
- B. Blocks to Listening
- C. Assessing Your Listening Blocks
- D. Four Steps to Effective Listening
- E. Total Listening
- F. Listening for Couples

II. Self-Disclosure

- A. Rewards for Self-Disclosure
- B. Blocks to Self-Disclosure
- C. Optimal Levels of Self-Disclosure
- D. Assessing Your Self-Disclosure
- E. Practice Self-Disclosure

III. Expressing

- A. The Four Kinds of Expression
- B. Whole Messages
- C. Contaminated Messages
- D. Preparing Your Message
- E. Practicing Whole Messages
- F. Rules for Effective Expression

IV. Body Movements

- A. Body Movements
- B. Spatial Relationships

V. Paralanguage and Metamessages

- A. The Elements of Paralanguage
 - B. Changing Your Paralanguage
 - C. Metamessages
 - D. Coping with Metamessages
- VI. Hidden Agendas**
- A. The Eight Agendas
 - B. Purpose of the Agendas
- VII. Transactional Analysis**
- A. Parent, Child, and Adult Messages
 - B. Analyzing Your Communications
 - C. Kinds of Transactions
 - D. Keeping Your Communications Clean
- VIII. Clarifying Language**
- A. Understanding a Model
 - B. Challenging the Limits of a Model
 - C. Challenging Distortions of a Model
 - D. Some Final Clarifications
- IX. Assertiveness Training**
- A. Your Legitimate Rights
 - B. The Communication Styles
 - C. Identifying Communication Styles
 - D. Your Assertiveness Goals
 - E. Assertive Expression
 - F. Assertive Listening
 - G. Combining Assertive Expression and Listening
 - H. Responding to Criticism
 - I. Special Assertive Strategies
 - J. Assertive Skills Practice
- X. Fair Fighting**
- A. Unfair Fighting
 - B. Identifying Unfair Fighting Styles
 - C. Fair Fighting
 - D. Fair Fight Rules
 - E. Your Script for Change
- XI. Validation Strategies**
- A. What is Validation?
 - B. Why Does Validation Work
 - C. What Validation is Not
 - D. Components of Validation
 - E. Successful Validating Strategies
 - F. The Power of Validation
- XII. Negotiation**
- A. Four Stages of Negotiation
 - B. Dealing with Conflict
 - C. Rules of Principled Negotiation
 - D. When the Going Gets Tough
- XIII. Prejudgment**
- A. Prejudgment Tips
 - B. Stereotypes
 - C. Approval and Disapproval in Prejudgment
 - D. Parataxic Distortions
 - E. Perpetuating Illusions
 - F. Clarifying First Impressions
- XIV. Making Contacts**
- A. Fear of Strangers
 - B. Guidelines for Making Contact
 - C. The Art of Conversation
 - D. Putting it All Together
- XV. Couples Skills**
- A. What Makes a Good Relationship?
 - B. Schemes
 - C. Couple Systems

- D. Keeping Your Relationship Strong

XVI. Communicating with Children

- A. Listening
- B. Expressing
- C. Joint Problem Solving
- D. When to Let Go
- E. When You Have to Say No
- F. The Point Is...

XVII. Family Communication

- A. Family Communication Disorders
- B. Family Pathology
- C. Family Systems
- D. How to Keep Family Communications Healthy

XVIII. Influencing Others

- A. Ineffective Strategies for Influencing Change
- B. Effective Strategies for Influencing Others
- C. Your Plan for Influencing Change
- D. Lisa's Plan for Influencing Change

XIX. Public Speaking

- A. Defining Your Purpose
- B. Outlining the Subject
- C. Presentation
- D. Organization
- E. Audience Analysis
- F. Style
- G. Supporting Materials
- H. The Outline
- I. Delivery
- J. Dealing with Stage Fright

XX. Interviewing

- A. Clarifying What You Want
- B. If You Are the Interviewee