

Effective Interpersonal Communication



2022/2023

Objectives

- Improved interpersonal communication at professional and personal levels;
- Enhanced team productivity through clearer and more effective communication;
- Optimized time and energy;
- Enhanced crisis or conflict resolution;
- Increased interdepartmental communication;
- Higher team and department motivation and engagement;
- Deep understanding of receivers, their motivations and preferential communication style;
- Developing communication strategies and skills to mobilize resources;
- Optimize and/or develop a charismatic communication style in potentially stressful situations (e.g.: public speaking, providing “difficult” feedback, etc.);

Who should attend

- All those wishing to improve their communication skills;
- All those wishing to improve any type of interpersonal dynamics;
- All professionals who are required to speak in public or in stressful situations;
- Team Leader;
- Managers;
- Lawyers;

Information

 **215 800 952**

academy.autonoma.pt / academy@autonoma.pt

Structure

Communication is our only tool to achieve good results

Every day we ask questions, read, explain, write, listen, argue, discuss, or keep our mouth shut, but we rarely attain our goals.

Communication is a bit like Love, it makes the world go round, but nobody knows how it works. Communication is something natural, something we do every day, but most people have only a vague idea of its rules.

It is therefore key that we understand some of communication theories and models, assess their relevance and, above all, know how to use them in real life.

Make your communication more effective and that will allow you to attain your goals. Communicate showing more empathy, as that has been proven to be linked to individual and group well-being and it is the basis and structure that supports further cooperation among people and teams, higher levels of assertiveness in daily communication.

We will discuss some of the most important communication theories and tools, summarize and simplify them so that they can be easily applied to everyday contexts and challenges, especially in professional contexts though others will be discussed.

In a context in which enhanced productivity in organization depends directly on our ability to motivate people, persuading employees, clients and suppliers is not enough; our technical and business knowledge is increasingly more crucial and effective communication skills are key to success.

Coordinator: Eugénia Fonseca
ef@h-partners-for-life.com
911 572 653

DURATION

21 November 2022

TIMETABLE

Monday 18:30 – 22:30

Thursdays 18h30 às 22h30

WORKLOAD

40 hours

FEE

Application	50€
Enrolment	50€
Certificate	25€
Tuition fees	250€*

* AUTÓNOMA alumni have a 10% discount on the tuition fee

Study Plan

> Modules

Communication Model: The 6 principles of Motivation and Persuasion

Eugénia Fonseca
8 hours

Logic Communication Levels

Eugénia Fonseca
8 hours

How can I identify the types of receivers and their motivations?

Eugénia Fonseca
8 hours

Rapport and Feedback. Communication in conflict

Maria Bernardete Santos
8 hours

Assumptions of verbal language and their influence on receivers

Eugénia Fonseca
8 hours

LOCAL

Online program using videoconferencing software

Partner



<https://www.h-executive.com>