



Tempus



Date of a training: 20.02.2014

Venue: BelarusState Economic University

Lecturers1) Natalia Popok, dean of the School of International Business Communications

Topic:"Practical approach to developing effective communication skills"

The training was held with the administrative staff of the university (vice-rectors, deans, vice-deans).

The trainings followed this general pattern:

1. The trainer outlined the goal of the training as well as some specific objectives.
2. The trainer gave a clear explanation of the point in question with specific examples.
3. The participants practiced by doing exercise in groups of 4-5.
4. The participants practiced by doing exercise with the trainer.
5. Both the trainer and the participants summarized what had been discussed during the training and specify the key points as well as action points.
6. All points are supported with full written notes to take away.

The points discussed and practiced during the training are the following:

1. Working towards better communication:
 - Being effective
 - Recognizing barriers
 - Achieving clarity
 - Communicating positively
 - Choosing a method of communication
2. Understanding body language:
 - Reading body language
 - Conquering nerves
 - Keeping your distance
 - Creating an impression
3. Understanding and using gestures:
 - Recognizing gestures
 - Giving body signals
4. Learning to listen:
 - Showing attentiveness
 - Interpreting dialogue
 - Using neuro-linguistic programming
 - Recognizing and overcoming prejudice
5. Asking questions:
 - Knowing what to ask
 - Striking the right tone
 - Reading efficiently
 - Taking notes
6. Exchanging information:
 - Making contact
 - Passing on information
 - Using information technologies

- Communicating one-to-one
- Reaching an audience
- Negotiating to win.

To prepare the training, the trainees had used the materials provided during the lectures and training held in Braganca in October, 2013, as well as the materials on effective communication skills available on the Internet.