



# Effective Communication

## Summary

One of the greatest causes of dissatisfaction in the workplace is communication, or a lack thereof. A good active and effective listener knows how to assess not only the content of communication, but also the intent of communication. Communication in its highest form extends beyond talking and listening; it includes behavior. Effective communication is dynamic, continuous, irreversible, interactive, and contextual. This course will define communication, identify barriers to communication, define perception and discuss listening and nonverbal communication. The course will also give you the opportunity to develop your own personal communication style and skills, and at the same time better understanding the styles of others.

The course is composed of lectures and class exercises with ample opportunity for participant questions and discussions. Much of the class time is devoted to exercises in which participants, typically working in small teams, practice the skills being taught.

## Audience

This course is designed for (future) team leaders, (future) project managers, and software managers.

## Criteria

There are no prerequisites for this course. Some years of working experience is however recommended.

## Duration

2 days (4 modules).

## Remarks

None.



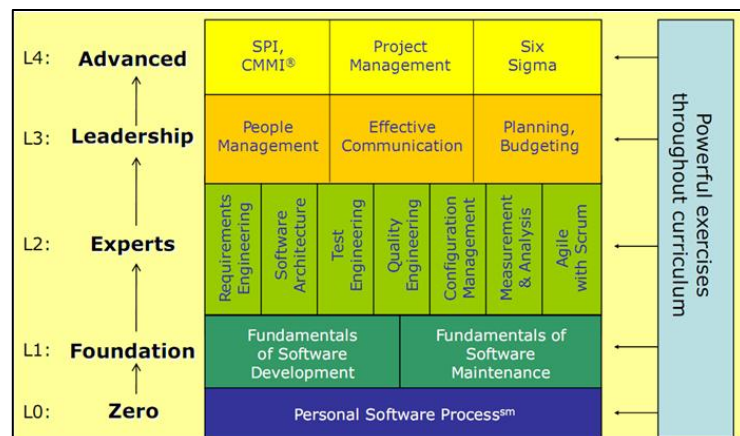
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## Our Software Engineering Curriculum





# Program

## Module 1:

- What is (Effective) Communication?
  - o Communication model
  - o Types of communication
  - o Barriers
  - o Overcoming barriers
- Myers Briggs Type Inventory
  - o Keirsey-Bates Categories

## Module 2:

- Aspects of listening
  - o Listening process
  - o Misconceptions
  - o Listening styles
  - o Active listening
  - o Effective listening

## Module 3:

- Conflicts
  - o Types of conflicts
  - o The conflict process
- Conflict Resolution
  - o Negotiation
  - o Mediation
  - o Arbitration

## Module 4:

- Decision-making
  - o Perfect rationality
  - o Bounded rationality
  - o Satisficing behaviour
  - o Group decision-making
- Improving communication skills
  - o In writing
  - o In presenting



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During the course, 1-2 challenging exercises in each module are used to demonstrate the discussed concepts and techniques. Example solutions to all course exercises are provided.

SE-CURE AG can also customize this course or any of our other standard courses to meet your exact in-house training needs and specifications. For example, class exercises can be tailored to include actual examples from your organization in order to make the training more relevant to your environment.