



Core Communication Skills Workbook

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Core Communication Skills – Overview

Who is this workbook aimed at?

The course is aimed at all those who have to communicate as a part of their job role. This may include;

- ❑ Dealing with colleagues
- ❑ People from other departments internally
- ❑ External contacts i.e. suppliers, customers etc

About this workbook

The workbook provides the theory of ‘Core Communication Skills’ and is essential preparation for other skills workshops that you may attend.

- ❑ This workbook will serve as a refresher in ‘Communication Skills’.
- ❑ This workbook will increase your understanding and prepare you to communicate effectively.
- ❑ You are asked to read and complete the exercises before in order to embed your learning.
- ❑ Please bring your completed workbook along to any other workshop, as elements of the workbook may be discussed further.

It should take you 1-1.5 hours to complete this workbook. We recommend that you split your study into half to three quarter hour slots approximately, rather than attempt to complete the workbook all at once.

Who do you call?

If you have any questions regarding this workbook please contact a member of the ‘Amber Support Team’ by email: info@amberms.co.uk

Alternatively, if you are completing this workbook as part of the pre-work for another Amber workshop, you will be able to raise any questions at the workshop.

How to use this workbook



The workbook provides a number of exercises for you to complete. Where you see this symbol there is an exercise to complete.

Core Communication Skills - What's covered?

The workbook covers the following topics

- Communication skills
 - Questioning techniques
 - Active listening
 - Assertiveness
- Building Rapport
- Body language – face to face / over the telephone
- General rules of giving and receiving feedback

Your Learning Objectives

On completion of this workbook you will be able to understand

- and define what communication is
- the different questioning techniques
- the core principles of active listening
- what makes up rapport
- and recognise, assertion, aggression and passiveness in yourself
- the general rules of giving and receiving feedback
- and apply the above skills to your own job role

Core Communication Skills – Introduction

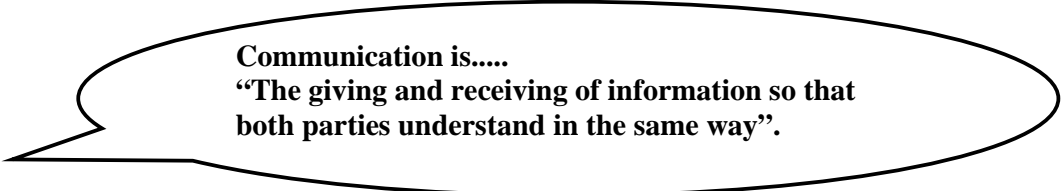
We communicate every day in one form or another, whether informally or formally.

When something has gone wrong, you'll probably find that there has been a breakdown in communication.

The workbook gives you the opportunity to think about the way you can communicate effectively, whether it's to your colleagues, managers, suppliers, or customers.

Being an effective communicator will make you more efficient and succinct.

But what is the true meaning of 'Communication'?

A large, black-outlined speech bubble with a tail pointing towards the bottom left. Inside the bubble, the text is centered and reads: "Communication is....." followed by "The giving and receiving of information so that both parties understand in the same way".

Communication is.....
“The giving and receiving of information so that
both parties understand in the same way”.

This workbook will introduce you to the skills and techniques necessary for effective communication. However, in order to become a skilled communicator you will need to practise and apply the skills to your own job.

Core Communication Skills

A large, black-outlined speech bubble pointing to the left, containing a quote in bold black text.

“I hadn’t yet learned what I know now - The ability to communicate is everything”

Lee Iacocca, Chairman & CEO Chrysler Corporation

Most of us believe that we are quite good at communicating. If however, we were able to observe ourselves communicating through the eyes of another, would we still think that?

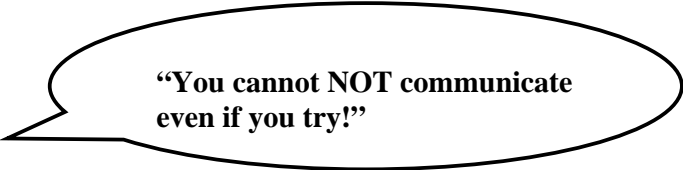
Stop and think for a moment!

How self-aware are you when you communicate?

Do you consciously think about the way in which you use words and body language?

We do not communicate consciously most of the time. We do it naturally without thinking. However, if you were asked to stand up in front of an audience of twenty people and give a presentation, I am sure that you, like most people would be much more self-aware and conscious of your own communication skills.

Even when you are NOT speaking you constantly transmit non-verbal signals.

A large, black-outlined speech bubble pointing to the left, containing a quote in bold black text.

“You cannot NOT communicate even if you try!”

Excellent communication is a necessity in achieving successful outcomes and like so many other skills this can be learned. In addition, you have to make a conscious effort and practice. For example:

If you wanted to learn to play the piano, you might have a natural flair to start with, however, even if you hadn’t, if you practised often enough, you would no doubt become a good pianist!

As with anything, **Practice Makes Perfect!**

Core Communication Skills - What is communication?

It is - the sharing of information, attitudes, thoughts, feelings, and ideas.
Communication is a two-way process.

It is used in order to:

- Gain knowledge/get help/learn
- Pass on knowledge/give help/teach
- Change ideas/persuade/obtain action

Please complete the following exercise



In as much detail as possible, What are the factors involved, in order for you to be able to communicate in terms of:

a) Voice

b) Body Language

As we carry on through the workbook, you'll be able to see how much the above has an impact on communication, and also see how right you are!

Firstly... more on the next page about communication!

Core Communication Skills – The Four Filters

The language that we use is often less clear than we intend. Sometimes we hear only what we want to hear because we unconsciously ‘filter’ the information given to us.

Typically there are 4 types of filter that we may apply to the messages we receive. These filters will affect how we interpret the information:

Types of Filter

- Selecting
- Generalising
- Deleting
- Distorting



Note down how you think the above filters work:

Selecting

Generalising

Deleting

Distorting

Now compare your answers with those on page 27 and 28

As the filters are personal they are likely to be different for each individual involved in the communication process. One of the implications of this is that each person may interpret what is being said quite differently.

“The communication we make is the response we get!!”