CE-PRS - Written presentation - effective communication

Soft skills - Comunicazione e Psicologia Comportamentale - Leadership e comunicazione

Durata:	Lingue:	Certificazione:
2 Giorni	**Italiano**	**-**

Descrizione del corso

Objectives: • Introducing the participants to interpersonal and effective communication, analyzing non-verbal and paraverbal communication techniques, listening as communication tool and the different types of communication • The course also describes the fundamental techniques to create clear and effective presentations Audience: Those who are in charge of communicating with external or internal clients, representatives, authorities, public and private institutions, media

Programma

Introduction to communication
- Principles of interpersonal communication
- Non verbal, paraverbal and verbal communication
- Listening and communicating with others
- The effective communication

Nonverbal communication
- Overview of nonverbal and paraverbal elements
- Facial expression
- Body management
- Space management
- The voice and its components

Listening in the communication process

• Typologies of listening
• Listening when communicating: reflex management
• Active listening of the intelocutor
• Questions: when they should be used in the communication process

Different communication for different audience
• One-to-one communication
• Communication in the meetings: the small group
• Communication in the classroom: the training
• Institutional communication: the audience of big events

Analyzing information and resources
• Defining objectives, receiver and context
• Creating a work plan starting from information
Planning the presentation

• Defining the slide template
• The sequence of information
• Colors and images: how to use them

The text of presentations
• Character and paragraph formatting
• How to promote key messages and how to handle information

Inserting graphs in a presentation
• Choosing the type of graph according to the given information
• Essential elements of a graph

Animations
• When and how to use animations, sounds and multimedia elements