

TRAINING: ART & SCIENCE OF COMMUNICATION

Mélodie Dupuis has a masters in clinical psychology and a degree in education. She has provided hundreds of workshops and taught at the Nova Scotia Community College in the Social Services Department.

i *This training is a delivery of important information through the exploration of communication dynamics and provides a safe environment for the practice of essential communication skills to manage interpersonal relationships with confidence.*

OVERVIEW

i *The training would begin with motivated individuals who recognize and support the need to have information and skills to manage social situations that have consequences from intentional disrespectful behaviours. The training may consist of consecutive training courses, if requested to support the learning of effective communication skills to circumvent negative consequences.*

The training would be skill oriented and interactive. 1.5 hour minimum per session with a maximum of 5 participants per session. Included in the training each participant would be given a copy of the presentation prior to the scheduled session to assist with notetaking and appropriate resources will be supplied. The *Lexicon of Communication* (1st workshop: Dynamics) and *3-Step Model of Self-Communication*[™] (2nd workshop) *4-Step Model Conflict-Resolution* (3rd workshop: Management).

The Objective

i *The objective is to provide individuals with information and behaviours to manage successful interpersonal relationships.*

- Goal #1: provide active engagement of participants to learn the information and behaviours needed to be socially-emotionally safe.
- Goal #2: provide follow up trainings that would meet the groups' needs if requested (collaboration with all participants)
- Goal #3: provide copies of *PowerPoints*, *Lexicon of Communication*, *3-Step Model of Self-Communication*[™] and *Power Struggles in Communication* as resources to support trainings.

i **Overview of Learning outcomes:**

1. Understanding and recognizing language that supports successful interpersonal relationships.
2. Recognizing emotional violations and how it impacts the body and brain.
3. Learning behaviours and skills to support the management of successful interpersonal communication

Rationale

i Therefore, the art is the skills we use in our communicating, which is based on the skill we have in identifying our feelings using verbal and nonverbal skills to support our communication. The science is the understanding of our feelings that provides the intent of our communication. The understanding of the reasons we feel what we feel and the importance of those reasons, will literally determine our behaviours. This understanding is all about the science of communication.

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“To be a successful communicator, you need to be aware of how you are listening, responding, and judging the communication by the speaker. This sounds so simple, but in reality, it’s a really difficult and sometimes challenging task. Listening skills are essential in hearing the important message being spoken. To respond to this information, we need confident verbal language. The judgement comes with the interpretation of the intent of the speaker and more than the content.” “Self-confidence is the foundation of success in relationships with self and others. This self-confidence comes from being self-aware of feelings and their importance. The understanding of how behaviours are shaped from our feelings is critical in managing challenging situations and relationships. Simple yet complex!”

A certificate of successful achievement would be given for each participant.