

## **‘How To Communicate More Effectively’ workshop**

### **Workshop Outline:**

The workshop titled "HOW TO COMMUNICATE MORE EFFECTIVELY" will approach the area of communication by primarily understanding this concept. Verbal and nonverbal communication will be explored within the group through different exercises, which would also include a lecturette on communication. Listening also falls into communicating effectively and will therefore also be tackled as will problems arising from nonattending.

### **Who can attend this workshop:**

Everybody communicates whether intentionally or not. It is part of being human. Whilst all of us grow into a world where we learn to communicate to get along, we do not always master the skills necessary to make our communication effective. Sometimes we might wonder why people do not respond to us in a way that we would like them to. Therefore exploring this topic of effective communication, not only teaches the skills to improve ourselves but also makes us aware of areas that need improvement. Thus this workshop benefits all who are interested in communicating better with others, particularly when working with people and communicating effectively is necessary

### **Bibliography on the facilitator of this workshop:**

Ingrid Grech Lanfranco is a Counselling Psychologist and UKCP Registered Family Therapist. She has been working within the field of Family Therapy for the last 12 years and as a Psychologist for 7 years. Her work consists of different client problem areas, particularly in fields of abuse, trauma and loss, but also includes self-development, esteem issues, and mental health, amongst others. Assessments are also part of her work as well as facilitating skills workshops.

## Workshop Outline

*Please note that the seminar starts at 9.00am sharp and ends at 17.00hrs. Certificate of attendance will be given ONLY to those staying for the whole seminar.*

First session: 9.00am - 9.30am

- Introduction
- Goals and objectives of the seminar
- Free associating about communication

Second session: 9.00am – 10.30am

- Aids & obstacles to communication

Coffee Break : 10.30am - 11.00am

Third session: 11.00am – 12.30pm

- One-vs-two-way communication
- Lecturette on communication
- Non-verbal communication

Lunch: 12.30pm – 1.30pm

Fourth Session: 1.30pm – 3.00pm

- Verbal vs non-verbal communication
- Milling
- Commonly held misperceptions that dramatically increase stress

Coffee Break : 3.00pm - 3.30pm

Last session: 3.30pm – 5.00pm

- Deaf-dumb communication
- Non-attending
- Slow discussion (listening skills)
- Conclusion & End of workshop

**How To Communicate More Effectively**  
**23rd October 2009 at the 'Victoria Hotel', Sliema**

**REGISTRATION FORM**

Mr.  Ms.  Mrs.  Dr. Job Title \_\_\_\_\_

Name & Surname \_\_\_\_\_

Work Address \_\_\_\_\_

City \_\_\_\_\_ Post code \_\_\_\_\_

Work Phone \_\_\_\_\_

Home address \_\_\_\_\_

City \_\_\_\_\_ Post code \_\_\_\_\_

Home Phone or Mobile number \_\_\_\_\_

E-mail address (required for confirmation\*) \_\_\_\_\_

**\*Registration confirmation will be sent to you via e-mail. - Fiscal Receipt will be in the workshop folder.**

**Special Rate – Full day including Lunch and 2 coffee breaks €40 (Booking till 8/09/09)**

**Standard Rate – Full day including Lunch and 2 coffee breaks €45**

**Group Rate – Full day including Lunch and 2 coffee breaks €40 per delegate in groups of 6 or more (to be eligible for this rate applications must be sent together in one batch)**

**REGISTRATION CLOSING DATE: 16h October 2009.**

*There will be no refunds after 13th October 2009.*

*All cancellations before that date will be refunded less a 10 Euro handling fee.*

*The Organising Committee would like to inform you that the workshop can be cancelled if number of registrants will not exceed the desired quota. Should this happen all payments will be refunded back.*

Please enclose registration form with cheque, payable to: “**D-Blaze**”, and forward to:

**D-Blaze, P.O. Box 7, Qormi, Malta.**

For further information contact Mrs. J. Muscat: 99243850 or Mrs. M. Cutajar: 79730575

Email: dblaze07@gmail.com

**Data Protection:** The data on this form will be used for administration of this event and retained for future marketing.

Tick the box if you do NOT wish to receive further information.

**TESTIMONIALS:**

*“My objective to enroll this workshop was to improve on my communication skills and the relationship with others. I can say that such an objective was achieved. The workshop was interesting and the styles used were different from the usual ones. I will recommend this workshop to my colleagues.”(AG)*

*“I particularly appreciated the facilitator's willingness to gauge our group and modify the workshop to better meet our goals and needs.” (MD)*

*“We all learned a tremendous amount about how people communicate and how one can quickly and easily improve their communication skills so as to become more effective in interacting with others. I highly recommend other peoples to take advantage of the expertise and knowledge you provide in your presentations and seminars- well done and keep it up.”  
(MFC)*

*“I just wanted to thank D-Blaze and Mrs. Grech Lanfranco for making the workshop both fun and informative. I would highly recommend this workshop for both personal and professional development. I look forward to attend other workshops organised by D-Blaze as they are professionally organised and customer focused.” (MB)*

*“I would like to congratulate you on the organisation of these informative seminars/ workshops. You are very professional and would like to attend more sessions in the future. I will strongly recommend you to my colleagues and friends”. (TP)*

*“The group size was very good. Everybody participated in this workshop and till the end of the workshop we were able to address each other with our names.” (JG)*