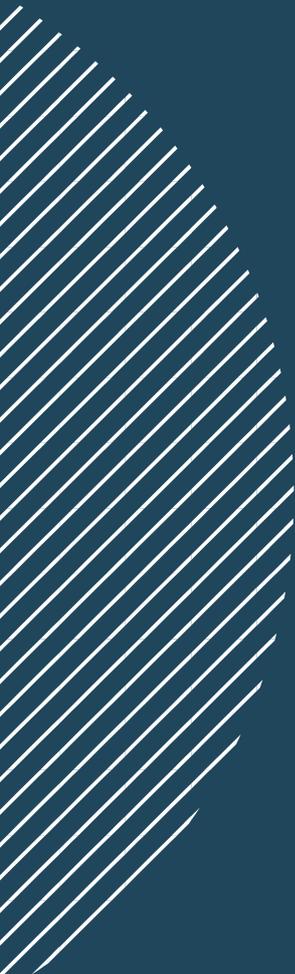




**NEW!**



# COMMUNICATING UNDER PRESSURE



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*Constantly learning,  
Constantly evolving.*



**OID: E10201112**

Course's official page [here](#).

Advanced Institute for Skills Development



# COURSE DESCRIPTION

How we talk and how we listen are inherently important, however, when the stakes are high, our communication and listening skills become even more critical. Everyone reaches a point where they can no longer endure. It is common to have misunderstandings during stressful moments, which can sometimes add to the stress of the situation.

When things get tough, it's a good idea to **reassess how we communicate**. When you perform well under pressure, it builds trust in the team and gives people confidence in your abilities to not only lead, but also to assist them during difficult moments.



Speaking carefully, listening effectively, and respond accurately are the three principles for good communication, whether we're dealing with coworkers, headmasters, students, or parents.

Effective communication starts with careful speaking. When you are communicating effectively, you are giving your undivided attention to the person with whom you are communicating, therefore it also demands listening effectively. Good communication is a two-way street and therefore requires you to speak in a way that will encourage others to express their thoughts and feelings.

When communicating effectively, you need to respond accurately. In other words, when someone has given you information or asked you a question, your responses should be complete and accurate. If not, they are not helpful or appropriate in the situation.



**Effective communication is a highly important skill that can improve your relationships with others.** It is important for business, social and personal matters.

You also need to be aware of its effect on others! If you are communicating effectively, you are helping others to effectively communicate with you.

When the pressure is on, stop. Breathe. And communicate effectively!



# COURSE INFORMATION

## Course Objectives

The course's main goal is for participants to identify areas of improvement and how to become effective communicators in stressful situations. The learning environment includes instruction, exercises, small and large group discussions, and lots of hands-on practice. Our goal is to help our participants to develop skills for how to handle pressure and fortify their confidence.

## Learning Outcomes

- Analyse different workplace communication styles;
- Identify different behavioural types (internal and external);
- Communicate clearly under pressure;
- Reset expectations to avoid causing disappointment;
- Analyse how the brain responds to pressure;
- Respond to challenges (rather than instantaneously react);
- Use paraphrasing techniques to check for understanding;
- Identify communication hotspots;
- Build levels of resilience to help people bounce back quicker;
- Effectively manage communication breakdowns;
- Agree to communication action plans;
- Develop social, language and communicative skills;
- Transfer and share core values, experiences and effective teaching practices with other teachers and colleagues.

# COURSE INFORMATION

**Duration:** 1 week (7 days – Sunday to Saturday – 9h00 to 13h00)

**Location:** Lisbon, Portugal **NEW!**

**Language:** English

**Certification:** Certificate of Attendance, including a description of the learning outcomes from the previous page; Europass validation

**Price:** 660€ (course fee + administration costs + social program). Prices according to the new Erasmus+ 2021-2027 program\*

\*(Our courses are eligible to be completely funded by the Erasmus+ KA1 funds and several other programs)

***See more information (e.g. price description, included activities) [here](#).***

# DAILY PROGRAM

\*Our courses also include a daily coffee break & social program.

## DAY 1

- Welcome dinner, icebreaking
- Meet & greet, networking – participants and staff
- Week briefing & planning

## DAY 2

- Tools for improving communication under pressure
- Speak carefully, be specific. Define the problem or feeling
- Stay focused. Discuss only the issue at hand
- Say less. Silence is helpful when emotions are strong, stressed
- Say it with tact. Keep comments descriptive rather than critical blaming or all-knowing. Avoid criticism and sarcasm
- Use effective communication techniques in difficult situations

## DAY 3

- Listen attentively and with empathy. Try to understand their perspective
- Listen without interrupting. Eliminate both mental and physical distractions. Concentrate on the words and pay attention to the nonverbal gestures
- Receive criticism successfully. Listen for the meaning, let go of defensiveness as you can
- Use active listening skills to improve the quality of relationships in the workplace
- Identify their own communication style and understand how to flex to others' style of communication

## DAY 4

- Respond accurately. Get all the facts. The goal of communication is to understand. Ask the speaker to clarify
- Recognize emotions. Be honest. Acknowledging and accepting the speaker's feelings does not mean that you agree with them
- Listen to yourself. Make a conscious effort to hear how you speak. Do you have a positive or negative attitude? What is your tone of voice?
- Build rapport with diverse groups of people using different communication styles
- Employ assertive communication techniques to handle difficult conversations

## DAY 5

- Communication Methods, Negotiation Skills and Communication Fitness
- Building resilience in difficult communication environments
- An overview of effective and ineffective feedback
- Effective feedback skill practice exercises
- Persuasive Speech
- Group work

## DAY 6

- Group work
- Presentations
- Course roundup & review
- Learning outcomes' validation
- Certification Ceremony

## DAY 7

### *Social Program & Activities*

- 7 Hills River Cruise
- Belém Lisbon Tour
- Modern Lisbon Tour





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# LET'S LEARN TOGETHER!

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start your journey with us!**

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