

COMMUNICATING UNDER PRESSURE



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OID: E10201112

Advanced Institute for Skills Development

COURSE DESCRIPTION

“Effective communication is 20% what you know and 80% how you feel about what you know.”

– Jim Rohn

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 assist them during difficult moments.

Speaking carefully, listening effectively, and responding 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

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.

DAILY PROGRAM

5-DAYS

..... *Our courses also include a daily Coffee Break

DAY 1 / 8h30-13h45

- 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 2 / 8h30-13h45

- 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 3 / 8h30-13h45

- 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 4 / 8h30-13h45

- 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 5 / 8h30-13h45

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



ADDITIONAL INFORMATION

Documentation: Learning Agreement; Certificate of Attendance with description of learning outcomes; Europass validation; and other required Erasmus+ supporting documents.

(Our courses are eligible to be completely funded by the Erasmus+ program 2021-2027 - KA1 funds and several other programs)

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✉ learningtogether.eu@sinerconsult.pt

🌐 www.learning-together.eu | (351) 229 418 490 - Portugal

