

Group Dynamics and Communication

Professional Trainer Development Programme – Module 2 Two Day Workshop



Why Attend This Training?

Delivering successful training workshops and courses involves knowing how to get the best out of people. To achieve your desired objectives you need to be able to quickly establish rapport with the course participants, even those that might appear at first to be 'difficult'. If you are to be really successful as a trainer this requires you to develop expertise in the skills of individual and group communication.

Have you noticed that some group training sessions seem to get off to a really positive start while others don't? Perhaps you have wondered how to give potentially challenging feedback to individuals? What is the best way to manage a group exercise or discussion to ensure that participants achieve the learning objectives? In this programme you will learn how you can easily communicate with individuals and groups in ways that are appealing and motivating to them.

What Will You Learn?

By the end of the module you will:-

- understand group dynamics and how this works in a training context
- have enhanced your ability to communicate successfully one to one and in groups
- have further developed your ability to effectively manage group work

Specifically you will learn

- how to easily gain rapport in one to one and group situations
- how to actively listen in order to increase your understanding of others
- how to use the four keys of excellent communication to enhance your flexibility
- how to make use of non-verbal communication to achieve your training outcomes
- how to effectively manage group discussions to ensure full participation
- how to give feedback to participants to enhance their learning
- how to effectively manage participants during group exercises
- how to ensure full participation of individuals within group sessions
- how to debrief group exercises and bring out key learning points
- how to handle different types including 'difficult' people

How Will You Learn?

The sessions will be highly participative giving you the opportunity to really use and integrate the information and skills.

What If? What will be the benefits?

You will find yourself able to communicate more effectively everyday in both one to one and group situations. From a training point of view, you will find yourself to be confident in managing group behaviour. In short, you will find that you will be able to achieve greater results with groups.