

# Effective Communication in 4 months

4 Days or 8 Evenings

Also available in Virtual Classroom

Clear communication is often essential, so why don't things always go the way you want them to? During the course Effective Communication in 4 Months you will switch off your autopilot and consciously consider the subtle processes involved in personal contact. Among other things, you will examine your communication style and learn what it evokes in others. You will also experience how to constructively connect with your interlocutor. By practicing intensively using your own situations over this four month course, you will considerably improve your communication skills.

## Features

**Study duration:** 4 days

**Investment:** € 1.690

**Number of locations:** 13



## Unique benefits

- Long term learning effect due to personal action plan
- Personal support from an experienced communication trainer
- Insight into your personal development areas
- Become a strong conversation partner



## Result

- ✓ You will listen actively and empathetically
- ✓ You will be able to ask the right questions so you can discover what the other person really means
- ✓ You can get a clear message across about what you think, feel and need
- ✓ You affiliate and connect with the other
- ✓ You can advocate your self-interest without damaging your relationship with the other
- ✓ You can cope with difficult situations
- ✓ You will be more confident and come across more powerfully



## Target audience

This course is suitable for anyone wanting to develop their communication skills over a longer period of time.



## Program

Day 1 – Miscommunication and basic skills

- Miscommunication and other communication difficulties
- Why talking starts with listening
- Asking for feedback = getting to know yourself better
- Set to work... discover your communication style

Day 2 – Insight into your own communication behaviour

- Assertiveness, the balance between too cautious and too aggressive
- Non-verbal communication: what you tell, without saying a word
- Insight into interaction patterns: action is reaction
- Set to work... what makes being assertive difficult?

Day 3 – Empathise with the other

- Look at the other: the power of thoughts
- Empathise with the feelings and concerns of the other
- Create rapport: a proven method of making contact
- Set to work... discover your own conflict style

Day 4 – Communicate from your own strength

- Conflicts: winning without losers
- Core qualities: seek your pitfalls and find your strengths
- Set to work... with your personal action plan

---

## Study method

Personal growth does not come easily. That's why the course Effective Communication Skills in 4 Months uses a mix of tools to help you in your learning process. You fill in this process yourself with personal learning goals from your own experience.

**Intake** | Before the course you will gain access to the interactive learning environment of ICM. Here you will fill in an online intake form in which you answer a number of questions to ascertain your personal learning goals. This clarifies your goals, for yourself and your trainer.

**The trainer** | The trainer is a professional expert, but above all your personal coach.

**Meetings** | The meetings are focused on the interaction with your trainer and fellow trainees. Through the use of different working practices you gain new knowledge and insights and practice your skillset. There is a lot of opportunity for you to practice with your own cases and examples from your own working practice.

**Personal action plan** | At the end of the course you will make a personal action-plan. This supports you in applying what you have learned into daily practice, even after the training has ended.

**ICM Certificate** | After completing the course, you will receive your ICM certificate.

---

## Place & date

You can follow this course in two ways:

Day: The course times are 9.30 to 17.00 comprising 4 meetings.

Evening: The course times are 19.00 to 22.00 comprising 8 meetings.

This course can also be followed completely online via the virtual classroom.

Would you prefer to take a faster course? Check out the course Effective Communication.

The course takes place in May 2023, October 2023, January 2024, March 2024, May 2024 and October 2024.

This course is provided in Amsterdam, Arnhem, Breda, Den Bosch, Den Haag, Eindhoven, Enschede, Groningen, Maastricht, Online Virtual Classroom, Rotterdam, Utrecht and Zwolle.

---

## Evening classes

Amsterdam – Mon – Tue  
Arnhem – Mon – Tue  
Breda – Mon – Tue  
Den Bosch – Mon – Tue  
Den Haag – Mon – Tue  
Eindhoven – Mon – Tue

Enschede – Mon – Tue  
Groningen – Mon – Tue  
Maastricht – Mon – Tue  
Rotterdam – Mon – Tue  
Utrecht – Mon – Tue  
Zwolle – Mon – Tue

---

## Daytime classes

Amsterdam – Fri – Sat  
Arnhem – Fri – Sat  
Breda – Fri – Sat  
Den Bosch – Fri – Sat

Den Haag – Fri – Sat  
Eindhoven – Fri – Sat  
Enschede – Fri – Sat  
Groningen – Fri – Sat

Maastricht – Fri – Sat  
Rotterdam – Fri – Sat  
Utrecht – Fri – Sat  
Zwolle – Fri – Sat

---

## Investment

The investment amounts € 1.690.

This excludes € 47,50 per day for the day arrangement or € 17,50 per evening for the evening arrangement. No arrangement costs are charged for the online meetings. We reserve the right to change our products prices at any time. Check the website for the latest information.


The investment excludes vat. Payment without vat is possible. For more information [www.icm.nl/btw](http://www.icm.nl/btw).

---

## Advice & enrollment

See the most current data and information on our website.

 **Personal advice** +31 (0)30 29 19 888

 **Request for quotation or sign in** [www.icm.nl/efc4](http://www.icm.nl/efc4)

ICM also offers this course in-company ([www.icm.nl/maatwerk](http://www.icm.nl/maatwerk)).