

The art of effective communication

Duration:

Half day

Objective

Confident and skillful communication in the workplace should be central to everyone's role, however too often issues arise purely as a result of poor or ill-thought out verbal communication. This practical short course will demonstrate tools and techniques you can use to communicate better with colleagues and customers. A variety of different day-to-day workplace situations such as meetings and telephone conversations will be examined.

Contents

- The difference between communicating ideas and selling ideas
- Barriers to good communication
- Using a simple structure to plan effective communication
- How behaviour and personality influence the way people communicate
- Nine key skills areas
- Communicating more effectively on an individual and group basis
- Using different styles of language to build rapport

Who should attend

This course is suitable for all employees who are looking to improve their effectiveness by exploring different methods of communication and skills.

Course benefits

Delegates who attend this course will benefit from a better understanding of;

- How to build rapport - sounding friendly and confident
- Hearing and listening techniques - clarifying with questions
- Speaking clearly - speed, articulation, sentence structure, reinforcing main points
- Checking and understanding

Additional information

The aim of this course is to encourage delegates to examine all forms of face-to-face communication, and to help them develop their skills to become more confident and persuasive.

Certificates

All delegates who successfully complete this course will receive a certificate of attendance.

Trainers background

The trainer for this course has extensive experience in design and delivery of communications skills programmes. They have been successfully delivering training to both public and private sector organisations for over twelve years and have an excellent background in practical coaching methods and leading effective and successful teams.