

Communication Skills

Overview This programme focuses upon one of the fundamental life skills, communication. A skill that is taken for granted and can be the biggest contributor to success or failure within business and personal life.

High-level aims are to :

- Enable delegates to assess their own communication style, strengths and development areas.
- Discuss and practice the key skills to effective communication.
- Agree appropriate action plan to focus on development areas.
- To understand the importance of body language / facial expressions whilst communicating.
- To understand the importance of keeping colleagues and team members informed.

Interactive content with strong focus on delegate contribution and work based practical application of key learning's.

Content Importance of Communication
Model for Communication
Barriers to Communication
Listening
Questioning
Responding
Presenting Ideas and Information
Summarising
Insight into Giving Feedback
Non-Verbal Communication
Review and Commitments

Activities cover : Pre and post course delegate activity

Duration 1 Day

Location Flexible



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