

Communication Skills

Course description

This communication skills course is aimed at helping delegates communicate more effectively with customers and colleagues. It will look at the best methods of building rapport and how to develop effective business relationships.

This course suits

Anyone wishing to improve their communication skills in the workplace.

What delegates will gain from the course

- Identify the behaviours associated with good working relationships
- How to set clear communication objectives
- Identifying the needs of different audiences
- Planning internal and external communication

Timetable

09:30 - 10:00 Coffee & Course Objectives

10:00 - 11:00 What is Good Communication and How Do We Assess our Ability?

(What are the barriers to and the basics of good communication? How does communication affect working relationships?)

11:00 - 12:00 A Look at Clarity and it's Effectiveness

(The value of understanding behavioural characteristics and how to set objectives accordingly)

12:00 - 13:00 The Value of Body Language and Tone

(Adapting to meet the needs of our audience)

13:00 - 14:00 Lunch

14:00 - 15:00 Communication as a Two-way Process

15:00 - 16:30 The Value of Planning in Both Internal and External Communication

16:30 Summary & Action Plans Agreed