

Effective Communication

Who is it for?

It is ideal for anyone looking to achieve optimum results from work situations that involve other people, especially those that feel their communication skills are stilted or in some way ineffective.

What is it about?

Investing time in developing your communication skills, establishing a more appropriate communication style and practising using it, can be highly rewarding. On this course you will learn to identify your individual style, how to adapt it to different situations and how to listen effectively to build rapport. The result: improved workplace relationships, greater personal impact and the confidence to use your skills for real performance improvement.

Course Overview

- Successful communication and barriers to achieving it
- The characteristics of an excellent communicator
- Methods of communication
- The essentials of communication
- Develop listening skills and build rapport
- Perception and the impact we make
- Determine what skills are required and how to use them
- Communication styles
- Identify individual styles
- Understand what these different styles mean
- Adapt your style to that of others and different situations
- How to use communication
- Hints and tips on applying the skills developed on the course
- Case studies of effective use of communication
- Ensure the communication is relevant

What do I get out of it?

- An understanding of your own communication style and how it impacts on others
- The skills to use your communication style to influence others and develop more effective relationships
- The ability to communicate effectively to 'gain the edge' and achieve your objectives
- An awareness of the techniques available, and how and when to use them