

Effective Communication

A one-day workshop to understand and apply effective communication methods to increase value in your business relationships whether you are interacting with individuals or groups

Who is it for?

Anyone wishing to develop their communication skills

What do I get out of it?

- ✦ Awareness of the key characteristics and the purpose of effective communication
- ✦ Identify the barriers that constrain effective communication
- ✦ Interpret and use effective body language
- ✦ Identify and develop active listening skills
- ✦ Develop an action plan to improve the effectiveness of your communication

Course Overview

- ✦ The Process of Communication
- ✦ Communication barriers
- ✦ Information access and processing
- ✦ Interpersonal Skills – including questioning, listening and summarising
- ✦ Non verbal communications
- ✦ Creating an Action Plan

What's it about?

How you interact with your colleagues is key to managing successful relationships. This workshop uses presentation, participation and discussion to raise awareness about the impact of effective communication and to help you build on your existing skills

