



Course Outline

Communication Skills

This one-day course is designed to build on the Communication Skills of the delegates by giving them a better understanding of how we communicate as people. It covers a wide range of Communication Skills with a particular emphasis on Listening and Non-Verbal Communication, rather than just ways of talking.

Delegates are shown how to analyse their own message and use the most effective method of achieving their aim, by empathising with the intended recipient.

We also show how to analyse people and how to adapt Communication Styles to best effect for different types of personality.

There is a section on Written Communication and this shows how the same basic Communication Principles should be applied through many different forms of communication, again with empathy for the recipient being the key.

Our section on Body-Language is for delegates not only to be aware of signals they are getting from another, but also to understand what unintentional messages they may be sending out and how to mitigate them.

The content shown below is for our scheduled course and can be customised to suit your requirements if you are making a company booking, or for us to come to you. Please call to discuss details. All courses are Instructor-Led and Interactive and we like to keep delegate numbers to a maximum of 8 to ensure that all delegates get the most benefit from the course.

Content

What is communication?

Verbal vs Non Verbal
Communication Styles
How to deal with different styles

Conversation

AIR
Dos and Don'ts
Communication Cycle

Listening

Process of Listening
Questioning

Presentations

Aim
Plan
Structure

Persuasion

Reasoning and Thinking
Assertiveness

Written Communication

Memo
Email
Formal
Reports

Interview

Interview types
Interviewer types
Do's and don'ts
Preparation

Body Language

Styles
Ratios
Why is it important
Expressions
Body movement and gestures
Passive / Active Modes and indicators
Posture

Concluding Remarks