

Effective Communication Skills

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this course:](#)

**What's it about:**

Having the confidence and skills to communicate in the workplace is central to everyone's role. This practical course will enable you to improve your confidence in writing and speaking with colleagues, on the phone and in meetings in a range of different day-to-day workplace situations.

By the end of the course participants will be able to communicate more skilfully with a greater awareness of how to achieve an appropriate impact.

Who should attend:

Anyone wishing to review and improve their verbal and written communication skills.

Duration:

One Day

Additional Information:

Course Content can be tailored to clients specific needs

Course Contents

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| • Why is communication important? | • Barriers to effective communication |
| • Perception – what does it mean? | • The importance of feedback |
| • Methods of communication | • Verbal communication skills (face-to-face & over the telephone) |
| • Understanding body language | • Assertive, aggressive & passive behaviour |
| • Building rapport | • Developing your voice |
| • Active Listening | • Questioning Skills |
| • Responding Techniques | • Writing for Results |
| • Compiling Reports | • E-Communication |
| • Influencing Skills | • Dealing with Difficult People & Situations |

**For more information, or to book your course, please call Sense IT on 0870 4296445
Or visit our web site –www.sensetraining.co.uk**