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## EFFECTIVE COMMUNICATION SKILLS

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### Workshop Overview

Our Effective Communications Skills workshop provides training for individuals wishing to develop their interpersonal skills and build rapport with others in the workplace. The session covers effective communication strategies to enhance understanding and verbal communication with others.

This course will enable learners to communicate clearly and with impact by improving both verbal and non-verbal communication styles as well as enhancing interpersonal skills.

If you want to learn how to communicate effectively and know that the people you are communicating with are actively listening, absorbing your point and fully understanding you, then this session is for you,

### Who is it for?

This one-day workshop will significantly benefit line managers and staff at all levels.

Delivery is through a mixture of methods and involves delegates working in group exercises and discussions. Training is practical and interactive.

### Aims & Objectives:

Learners will learn that effective communication skills are a fundamental part of life in the workplace. They will learn that improving both communication and interpersonal skills has many benefits and that communication is a two-way process which involves learning how we send and receive messages.

On completion participants will have increased knowledge of:

- **Forms and methods of Communication**  
One and two-way communication, process of communication, different communication methods, written, verbal, formal, informal.
- **Communication styles**  
Perceptions, filters, identifying own style, adjusting to other styles
- **Non-verbal communication**  
Voice, tone, projection, first impressions, building rapport, body language, active listening
- **Action planning and reflection**  
Review of learning, action planning, practice methods

\*\*This workshop can be fully customised to an organisation's needs and specific requirements

*Our training sessions can be delivered on-site or in our training facilities.*

*Each learner will receive a certificate of attendance and course packs to take away.*

For more details and booking please **CONTACT US**

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Learning Additional & New Employment Skills

