

Effective Communication Skills

Overview

Duration: One Day

Effective communication skills are the cornerstone to success in the business world today. Every job, regardless of what it is, requires excellent communication capabilities. If you want to progress in your role, you need to be able to both express yourself clearly and be able to listen and understand the needs, wants and intentions of others when they communicate. Therefore, this training course is suitable for everyone in any role.

Description

Being able to communicate effectively is a cornerstone to building positive working relationships; it will enable you to build rapport, develop relationships and feel comfortable and confident around others. People who can communicate effectively are great at getting others to open up and discuss feelings and emotions. They can respond appropriately during difficult conversations and feel less pressure when communicating with superiors and peers.

Topics covered:

- **Understanding Communication** – A chance for participants to establish their view of what communication means and, perhaps more importantly, what it means to them. Participants will then review the three main components of communication; verbal, para verbal and non-verbal.
- **Communication Styles** – Participants will explore their own communication styles and establish the positive and negative aspects of these preferences and what that means when communicating.
- **Communication Attitude** – Reviewing the aspects of communication attitudes that can be portrayed – aggressive, assertive, passive and passive-aggressive.
- **Communicate Confidently** – Focusing on what makes people confident communicators, understanding what their own communication strengths are and acknowledging when to apply them.
- **Active Listening** – Identifying the benefits of active listening and practising the skill with colleagues.
- **Clarifying and Questioning** – A review of the different types of questioning and clarifying that can be used. Understanding the purpose of alternative questioning approaches, applying them to different scenarios, and explaining how and why they are used.
- **Non-Verbal communication** – Establishing the impact of non-verbal communication. How to read it and how to improve their own. This includes, facial expressions, body language, gestures, personal space and touching.

- **Getting Your Message Across** – Helping to ensure others understand you, what makes communication become confused and how to use the ‘headline’ approach to structure an effective message. Looking at what they say, how they say it, and focusing on the needs of the person receiving the message. The section closes with a look at how to invite questions and feedback.
- **Difficult Communication** – A provision of clear guidelines and advice on what to do when communication does not go smoothly, how to manage criticism and give criticism whilst remaining constructive and positive.
- **Putting it all into Practice** – A chance to develop and practice the skills of communication whilst further exploring three key topics of communication.

Who Should Attend?

Everyone in any role.