

## **CORE COMMUNICATION SKILLS**

<b>LOCATION</b>	<b>DURATION</b>	<b>No. of DELEGATES</b>	<b>COST per person</b>
On-site	2 days	4 -16	£500.00

**This course will build your confidence in, and ability to, communicate clearly, concisely and with considered judgement**

### **OUTLINE**

Whether it's a face-to-face meeting, a telephone call or any other medium, communication is a complex process which requires constant attention so that meaning is sent and received as intended.

Inadequate communication is often a source of misunderstanding and conflict. It interferes with productivity and profitability. We have all experienced the frustration of not being able to get through to someone. We all have the ability to be good communicators, we just need to develop the skills and practice them.

Communication is difficult, sometimes because of the situation, sometimes because of the people involved. It is relatively easy to implement a few basic skills to be able to improve noticeably.

### **AIM**

To enable effective communication.

### **OBJECTIVES**

To understand the principles of effective communication.

To know how to listen and when it is important.

To improve questioning and listening skills so that messages received are clearly understood and where appropriate passed on.

To become aware of various communication styles and to learn how to adapt your style when necessary.

To learn how to build rapport and empathy between you and others.

To learn how to present with clarity and gain commitment.

### **OUTCOMES**

Ability to use the principles of effective communication in daily work.

Confidence in ability to prioritise issues.

You will actively seek clarity in information you receive and pass on to others.

Be able to make the different communication styles work for you.

Knowledge of how to build rapport and empathy with others and ability to do it.