

# Effective Communication Skills

*“Communication is a skill that you can learn. It’s like riding a bicycle or typing. If you’re willing to work at it, you can rapidly improve the quality of every part of your life.”* Brian Tracy

For the better part of every day, we are communicating to and with others. Whether it’s the speech you deliver in the boardroom, the way you update your boss on the work you are doing or the look you give your colleague in a meeting, it all means something.

Our Effective Communication Skills workshop will help build a positive and professional attitude to the way your team communicates with their colleagues and customers. We help them understand the importance of good communication skills and develop the approaches, tools and techniques to create a lasting difference. This impact will quickly trickle down through the organisation and positively impact everyone involved.



## Course Objectives and Content

### KEY LEARNING OBJECTIVES

1. Understand the impact and importance of how we communicate with others-both internally and externally.
2. Improved communication skills; para-verbal, non verbal, verbal and written.
3. Improved active listening and questioning skills.
4. Increased confidence to deliver well prepared, clear, concise and confident communication.

### WHO IS THIS FOR?

This course is suited for everyone in any organisation!

### COURSE CONTENT

1. Introduction to communication and why it is so important.
2. Understanding barriers to communication and how to mediate these.
3. Non-verbal communication; first impressions and how we appear to others.
4. Para-verbal communication; confidence and how we sound and come across to others.
5. Active listening; the art of effective listening so we can truly understand.
6. Effective questioning skills; the importance of asking the right questions to clarify and confirm understanding.
7. Written communication; the importance of professional business writing and techniques to impress.
8. Appreciative inquiry; communicating to understand.
9. Mastering the art of conversation.
10. Introduction to public speaking.

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