

## Communication Skills

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Duration: 1 day

Being able to communicate with those around you is useful in all walks of life, but in the workplace, it is essential! Good, clear communication avoids wasted materials, time and money, as well as maintaining positive attitudes and encouraging high levels of enthusiasm and motivation. Many poor communicators are unaware of their deficiency until they ask questions themselves. The explanation of effective communication techniques provided by this workshop will prove to be effective for anyone attending.

Upon successful completion of this course delegates will be able to:

- Understand the balance between verbal, non verbal & vocal components of communication & the impact this has on communication within their organisation.
- Understand what is effective communication and what they need to do to be effective in your communications
- Make themselves clearly understood
- Use the right language and words to be fully understood
- Use body language to develop and maintain rapport with others
- Understand the signals they may unwittingly give others through non verbal communications & responding to these in others
- Understand the theory, importance & power of listening well & listening actively to others
- Make sure others have understood them
- Take responsibility for their communication
- Choose the most appropriate media for their communication

## Pre requisites

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There are no prerequisites for this course