



EFFECTIVE COMMUNICATION SKILLS

Who this course is aimed at

This management development module is aimed at aspiring, new and current first line managers.

Course aim

To provide participants with the tools and techniques to help them effectively communicate a variety of messages, to a variety of audiences.

Course objectives

By the end of this module delegates will have:

1. Defined what effective communication is;
2. Explored their roles and identified the importance of effective communication;
3. Considered the aim of what they are communicating and why they should consider their audience when planning how and what they will communicate;
4. Discussed and understood the advantages and disadvantages of different communication media;
5. Reviewed the pros and cons of using different communication aids and equipment during team briefs together with best practice in using them;
6. Explored how to build rapport with the person they are talking to and make them feel relaxed, utilising both verbal and nonverbal communication techniques;
7. Addressed personal concerns about their own communication styles to build confidence and ability to a level where they can communicate effectively at any level;
8. Practiced communicating in plain English, banishing jargon and ambiguity.

Key Areas Covered

- Definition of effective communication;
- Consequences of poor communication to the organisation, sender and receiver;
- Key steps to effective communication: a. your aim, b. audience c. communication media d. gaining understanding and commitment e. follow up & review;
- How we are interpreted face to face and over the telephone;
- Managing attention spans during team briefs;
- Making communication SMART – cutting out ambiguity;
- Rapport building skills;



WHAT TO DO NEXT

This course will be tailored to suit the needs of those attending and your own in-house standards will be included and reinforced during the training.

Please contact us to find out how this course can help you / your organisation.

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We look forward to hearing from you.