



Communication Skills

2 Days

COURSE OVERVIEW

This highly practical course enables delegates to learn many different communication techniques. By the end of the training, attendees will have a good understanding of the communication areas that they have a good grasp of, and topics that they wish to go on and improve further.

COURSE OBJECTIVES

Maintain professionalism regardless of personal or professional stress

Identify one's own personality style and the personality styles of customers, colleagues, managers & subordinates

Apply personality knowledge to communicate more effectively with others and improve rapport

Choose vocabulary that is calming and persuasive even when the message is unpleasant

Improve vocal quality to increase credibility and perceived authority over the phone

Develop a personalised strategy for improving listening skills

COURSE CONTENT

Identifying your own Communication Style

Barriers to effective Communication

Identifying your Communication needs

Sending clear understandable messages

Using effective body language

Building Rapport

Using Emotional Intelligence

Listening Skills

Giving & receiving feedback

Negotiation Skills

Being Assertive

Interpersonal Skills

Influencing Others

Dealing with Conflict

Developing Effective Telephone Skills

Developing Self Confidence