
Communication Skills

Effective communication skills are essential for success in all areas of life and is at the top of the list of qualities that employers seek.



Aims of Course:

Having the ability to communicate confidently and effectively is particularly important during this transitional time in your life, when you have to make good impressions, meet strangers, make new friends and become self-reliant. This one-day highly interactive workshop covers all areas of communication; verbal, non-verbal, telephone, written and e-mail.

Being a good communicator means that other people take you seriously, listen to what you have to say, and are more willing to engage with you.

Delegates learn how to:

- Understand the communication process
- Build rapport to create more positive relationships
- Understand body language and how it effects communication
- Enhance listening skills and questioning techniques
- Learn the common barriers to good communication and how to overcome them.
- Manage disagreements and handle angry people

Additional topics and tips include:

- Networking skills - the process of making and developing contacts
- Remember Names
- Basic presentation skills tips
- Professional telephone techniques
- Email etiquette