

Duration 1 day

Overview

Do your staff and customers always understand each other? Are there clear communications between staff at all levels in your organisation? Research consistently shows that poor communication underlies most organisational dissatisfaction and contributes to poor performance in the workplace.

The purpose of this course is to explore the nature of spoken communication and the ways in which we can each improve our own communications to be more effective. We take an interactive approach, using a variety of teaching models including lecturer input, individual and group exercises to identify the elements of different types of communication and to practise successful communication.

Recommended for

This course is designed for anyone working in a business environment, whatever the level of their position, who wishes to improve their oral and aural communication skills.

By offering this training programme to all staff and by adopting the standards and techniques it recommends companies should significantly improve staff morale, effectiveness and retention.

Linked Programmes

Effective Communication on the 'Phone.

Objectives

At the end of the training delegates will be able to successfully:

- Identify the principal stages of the communication process
- List three barriers to communication and effective means of overcoming each
- Plan and deliver effective communications
- List four levels of listening
- Identify active listening skills
- Correctly identify the likely effects of using open and closed questions
- List three types of non-verbal communication and relevant indicators for each using the documentation and support provided.