

Effective Communication Skills

This course should be regarded as the “cornerstone” of **building strategic business relationship with customers/clients and/or within the in-house working environment**. It has been designed to enable those attending to **communicate more effectively at all levels**.

Objectives

Have full understanding of **how to gain powerful business advantage through effective communication**.

Audience

This course is designed for all **personnel who are interested in developing their communication skills**. This course will greatly **enhance relationship of those that practice and use its discipline**, both on a working and personal platform.

Duration

This is **one or two-day Effective Communication Skills** course. The course starts at **09:30** and runs until **16:30**. **Alternate timings** can be arranged upon request. The course can be held on a **date that suits you**.

Location

Our **Effective Communication Skills** course can be run at **our training venue near Liverpool Street (London)** or any preferred location in the **UK or Europe**.

Effective Communication Skills Course Outline

What is Communication?

Definitions of communication

Barriers to communication

Prejudgement/stereotyping

Communication in interviews

Pointers for good communication

Assertive Aggressive and Submissive Behaviour

Recognising and dealing with different behaviours

The value of assertiveness

Assertiveness training

Visual, Auditory and Kinaesthetic Communication Written Communication

Barriers to good written communication

Developing effective writing skills

Using flip charts

E-mail