

Communicate Effectively

Prerequisites: None

Length: One Day

Summary:

- Do you want to improve your confidence when building relationships with others?
- Do you sometimes find yourself struggling to get your message across clearly?
- Would you like to increase your positive results when dealing with customers and colleagues?

The ability to communicate effectively is a key skill. Organizations depend upon people being able to get their message across clearly and this course will help you to establish and maintain co-operative relationships inside and outside the workplace.

Being able to communicate will enhance every aspect of your job and personal life. People will understand you and respond more positively to you. You will encounter less resistance and frustration with your ideas. Being able to express yourself clearly and in the correct way will change the way you are seen and, if research is anything to go by, will do more for your promotion prospects than any technical skill you could learn.

You will benefit from this course if you need to build relationships with others, either face to face, in meetings or on the telephone and want to deliver clear and effective messages.

Course Content

- Finding and learning to control your inner voice
 - What happens when a conversation goes wrong?
 - Your definition of effective communication
 - Non-verbal communication - the impact of body language
 - Communication and your thought process
 - Voice skills and the importance of tone
 - Understanding the importance of using positive versus neutral words
 - The relationship of thoughts, feelings and behaviors
 - Handling negative feelings and the intervention process
 - Improved questioning and listening skills
 - The fundamentals of assertiveness
 - Getting the most effect from brainstorming sessions
 - Conducting meeting and briefings - discussing meetings and what makes them fail / waste time
 - Interact with other people with different communication styles and learn how to give and receive feedback in a positive way
 - Gain feedback on your communication style and impact
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