

Effective Communication

Training Course Details

About This Course

This course covers vital theory and practical techniques for all aspects of improving communication. It is designed to provide effective communication tools to improve your business performance.

Who Should Attend?

Anybody wishing to improve their communication skills in order to be as effective as possible.

Course Objectives

To give students the principles of effective communication and to make aware the barriers to communications success. In addition it will also enable students to appreciate how we can influence relationships by effective communication.

Course Overview

Welcome and introduction, followed by:

- Methods of communication
- Building rapport
- Understanding personal style
- Verbal and non-verbal communication
- Barriers to successful communication
- Dealing with personal style

Practical scenarios to recap key points

Assessment – written and practical

Course Details

Duration **1 day**
Certificate **Certificate of completion provided**

Course Title **Effective Communication**
Course Ref **HR001EC**