Communication Skills Course

Duration: Half day
Delegate No: Min 3, Max 12
Times: 09:30 - 12:30 or 13:30 - 16:30

Target Audience

- The course is for individuals wishing to develop their interpersonal skills and build rapport with others in the workplace. The training covers effective communication strategies to enhance understanding and verbal communication with others.

- This business-orientated course is also helpful to those providing or selling a service to others, as well as people responsible for managing communication across teams and the organisation.

Course Aim

- This interactive half-day training course will enhance each participant’s verbal communication skills in particular and increase their interpersonal skills with colleagues and customers to ensure they convey their message clearly with clarity and impact.

Course Objectives

By the end of this half-day training course, the participants will have:

- Recognised different styles of communication and how to adapt their communication style and method to create understanding and rapport with others.

- Reflected on different methods of communication and decided when each is most suitable.

The single biggest problem in communication is the illusion that it has taken place.

George Bernard Shaw
Course Outline

09:30 Welcome and introductions
- Course objectives and outline for the day
- Domestic arrangements and style of programme
- Facilitator presentation and participant personal introductions

09:50 Forms and Methods of Communication
- One way versus two way communication
- Process of communication
- Breakdown of communication
- Different communication methods and their effectiveness
- Presentation, exercise in trios, facilitated whole group discussion

11:00 Coffee

11:15 Communication Styles
- Perceptions and filters
- Appreciating different communication styles
- Identifying our own communication style and preference
- Adjusting to other communication styles
- Individual exercise, facilitator presentation, small group exercises, facilitated group review

12:20 Action planning and reflection
- Review of learning
- Individual reflection, action planning, facilitated group review
- Course feedback

12:30 Close

“Very good, really enjoyed the activities. I will definitely use what I have learnt.”

Paul Goffe,
Small Fleet Business Development Manager,
Lombard Vehicle Management