Communication Skills Course

Duration: One day
Delegate No: Min 3, Max 12
Times: 09:30 - 16:30

Target Audience

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

• To enable participants to communicate clearly and with impact, by improving their verbal and non-verbal communication style, as well as enhancing interpersonal skills. Communicating effectively will soon seem effortless!

Course Objectives

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

• Identified different styles of communication and demonstrated ways to adapt your communication style to create understanding and rapport with others.
• Selected the best methods of communication for those with different styles of communication to you.
• Demonstrated open body language and positive voice tone congruent to your verbal message.
• Communicated your verbal message in a clear and engaging way for the recipient.

The single biggest problem in communication is the illusion that it has taken place.
George Bernard Shaw
Course Outline (Morning Session)

09:30 Welcome and introduction
- 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

12:30 Lunch

"Very good, really enjoyed the activities. I will definitely use what I have learnt."
Paul Goffe, Small Fleet Business Development Manager, Lombard Vehicle Management

"I thought it really improved our communication as a team and that was my main objective"
Name withheld, Diamond Skin Care
Course Outline (Afternoon Session)

13:15  Communication Styles (Continued)
- Adjusting to other communication styles
- Practising adjusting to other communication styles
- Small group practice sessions, facilitated learning review

14:00  Non Verbal Communication
- Voice tone and projection
- First impressions and building rapport
- Group exercise, presentation, pairs practice exercise

15:00  Tea

15:15  Non Verbal Communication (Continued)
- Body language
- Active listening
- Large group and small group exercises, with facilitated group review

16:00  Action planning and reflection
- Review of learning
- Individual reflection, action planning communication skills exercise with co-coaching, facilitated group review
- Course feedback

16:30  Close

The training will be supported with:

- An electronic pre-course Communication Styles questionnaire.
- A colour printed workbook with tips, techniques and space for personal notes.

Client reviews

★★★★☆ 4.7/5 stars from 30 reviews on Freelindex and Google

"Made me think about my communications skills - trainer really knowledgeable"

Name withheld
Project Admin Manager,
Site Sales Marketing Ltd