



Please note that this outline is only intended as a guide and that any event can be customised to suit you.

Events are run using a mix of trainer-led sessions, hands-on practice and group discussions.

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Effective Communication

(1 day)

“Good communication leads to empowerment – without that, good people can’t do good things!”

Benefits

Effective communication is the ‘lubricant’ for any successful business. It is an empowering skill that enables staff to deliver results through strengthened team work and collaboration.

Aim

To identify the key elements of successful communication and use them to help your business perform at its best.

Objectives

By the end of the training you will be able to...

- Identify the key communication channels in your business
- Recognise barriers to communication (and how to avoid them)
- Demonstrate the power and techniques of effective written communication (including e-mail)
- Use appropriate speaking, listening and questioning skills

Content

- The communication channels used in your business
- Understanding (and using) the communication ‘cycle’
- How to improve your written communications
- Developing an effective writing style
- Making e-mail work for you
- Aspects of face-to-face communication
- How to use the voice and interpret body language
- Effective questioning and listening techniques
- Using the telephone (and tips for running a teleconference)
- The role of assertiveness
- Practice at written and verbal communication (with the opportunity for feedback and review)