



Your Needs:

"This outline is a guide to the content of a typical course. In practice, all courses can be customised to meet specific needs and can be run at a time and place to suit you."

Accelerated Learning:

"We run our events using an appropriate mix of group discussions, practical exercises and case studies, supported by short tutor-led sessions."

What You Get:

"As standard, we provide a full set of reference notes, equipment (for IT training) and ongoing support (in case you have any questions afterwards)."

solutions@ttsweb.co.uk
www.ttsweb.co.uk
0117 9022 845

Effective Communication

(1 day)

"Effective communication is the 'lubricant' that allows an organisation to blossom."

Benefits of attending this course...

Good communication empowers staff so they are better able to deliver results through strengthened team work and improved collaboration.

The purpose of this course is to identify the key communication channels in your organisation and to make best use of them.

Who is it for?

Those who recognise the importance of effective communication and who wish to improve their communication skills.

Objectives

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

-  Identify the key channels of communication in your organisation.
-  List the barriers to effective communication (and how to avoid them).
-  Demonstrate effective writing, speaking, listening, and questioning skills.

Content

- ✓ The communication cycle (and what happens if it breaks-down).
- ✓ Developing effective writing skills...
 - Audience analysis and adaption.
 - The correct use of punctuation.
 - Aspects of good style – parallelism, transition, and signposting.
 - Dealing with grammar and spelling.
 - Editing and proofreading.
- ✓ The effective use of email (and what can go wrong if you don't keep alert).
- ✓ Developing your listening and questioning skills (including the use of reflective listening).
- ✓ The importance of an effective telephone manner.
- ✓ The benefits (and drawbacks) of adopting an aggressive, passive or assertiveness stance when communicating.
- ✓ Action planning for implementation (and follow-up) after the course.