



time to shine

Communication Skills

Course Outline

This one-day programme will focus on aspects of both personal and professional work development.

A relationship can be seen as the result of a series of inter-personal communication exchanges over time. The strength of relationships is therefore based on the quality of our communication. This programme will enable you to be more assertive, influential and persuasive through recognising the link between your communication skills and the impact they can achieve. This will also assist you in handling demanding situations in order to achieve a win: win outcome.

By the use of highly interactive practical group discussions, self-analysis questionnaires and role-plays, you will challenge your current methods of managing and influencing relationships. These techniques will ensure a practical and realistic approach to your skills development.

Course Topics

- Behaviour styles: the importance of inter-personal communication and how it affects relationships.
- Understanding the barriers to effective communication.
- Choosing the best means of communication for each situation.
- Being aware of your own communication style and how this is perceived.
- Communicating effectively: questioning techniques, building rapport, hearing and listening, checking understanding.
- Understanding the impact of non-verbal communication.