

COMMUNICATION SKILLS

Communication is the art of successfully sharing meaningful information with people by means of an interchange of experience. Leaders wish to motivate the team members they work with and to provide them with information that will allow them to work effectively and improve performance. Communication from the leader to team members will initiate appropriate actions. This however, requires the team member to not only receive the information from the leader but also to understand and accept it.

Course Duration

2 Days

Target Audience

Anyone at any level whose job involves customer contact such as sales teams, marketing teams, customer services and systems analysis teams.

Prerequisite

No prerequisite

Course Objectives:

The trainee will be able to identify the usefulness of effective communication skills is that they can be applied to any working environment or situation. The techniques learnt on this course will help the delegates to communicate effectively in a number of different environments. They will become more aware of how important good communication is and how situations can be affected by poor communication.

Course Contents:

- What is communication?
- Understanding the process and the barriers
- Communication styles
- Flexibility in communication
- Attentive listening
- Questioning skills
- Summarizing
- Interpersonal communication
- Presentation skills
- Written communication - letters, e-mails, report writing, proposals