

Communication Skills

Aims & Objectives

To enable participants to develop more effective communication skills which lays the foundations for further personal and professional development.

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Outcome

Delegates should be able to:

- Identify rules of successful communication
- Develop more effective message transference techniques
- Build on your success from a base line of effective communication

Course content

Key topics include:

- What am I really trying to say?
- Messages sent are not always the message received.
- Potential pitfalls
- Communication skills analysis – do I communicate well?
- Body language – what is this person really saying?
- Sympathy? Apathy? Empathy?
- Less can be more!