

Introduction

Effective communication skills are essential for the success of any business.

Effective communication is giving and receiving information clearly, concisely and unambiguously.

Aim

To enable delegates to develop and sharpen their communication skills.

Course Content

- The communication model
- Channels of communication
- Documentation and written communication
- Non-verbal, visual and face to face communication
- Kinesics and body language
- Listening skills
- Telephone and e-mail communications
- Questioning
- Assertiveness
- Barriers to communication, including perceptions and cultural differences

Outcomes

Delegates will understand:

- the importance of effective communication
- types of communication
- the communication model - sender, receiver, environment and feedback
- the key characteristics of effective written communication
- effective face-to-face communication - verbal, vocal and visual
- how to use telephone and e-mail effectively
- how to develop effective listening skills
- questioning techniques
- behavioural and communication styles
- barriers to effective communication and how to handle them
- cultural awareness in communication

Suitable for: Anyone seeking to improve communication skills

Prior Knowledge/training: None required

Course Duration: 1 Day

Numbers: Minimum 6, Maximum 12



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