

Effective Communication Skills

Context

Communication is the art of being understood and of understanding others. Effective Communication is an ongoing challenge for all of us. Go into any organisation in the country and ask them what is the area that they would like to improve and “communication” is always one of the answers given. Very few of us are natural good communicators, it is something we need to constantly work at and revisit. No matter how good communication is, there is always room for improvement and keeping up to date with the latest models and ideas.

Workshop content

This workshop will take the delegates on a journey of effective communication. Delegates will look at the art of communication through establishing the characteristics of an excellent communicator, develop an understanding of communication styles and identify own preferred style. In addition, we will share models of good practice to provide delegates with the ability to ‘gain the edge’ and achieve objectives through effective communication.

Target audience

This workshop is ideal for anyone looking to achieve optimum results from work situations that involve other people. Delegates should be will to try out some of the models and exercises back in the workplace to ensure improvements are achieved.

Section 1 Communication – the challenge

- What is effective communication
- Characteristics of an effective communicator
- The brain – how we take in information

Section 2 The art of communication

- Styles of communication
- Creative communication
- Clarity in communication

Section 2 Unspoken communication

- Listening model
- Body, language and tone
- Building rapport

Section 3 Practical application and review

- Hints & tips
- Action plan for the future