

Bringing the learning to you

COMMUNICATION SKILLS TRAINING



Communication underpins almost everything we do and one of the most important skills we need in business is to be able to communicate effectively with colleagues and customers. Being a good communicator can increase confidence and improve working performance. Our programme is designed to offer a comprehensive overview of the process of communication and is flexible for adaptation to the specific needs of the learners and their organisations.

Areas covered in the programme include:

- The Communication process
- Theories and models of communication
- Barriers to effective communication
- Analysing and utilising body language
- Developing good Listening and Responding Skills
- Communication in your organisation
- Communications planning: Getting your message across
- Enhance your professionalism at work

Modules of this programme are interchangeable with team leader and training the trainer programmes and flexible modular delivery allows our clients to select and build bespoke programmes specific to their organisation.