

## Communication Skills

### Course Outline

Personnel, who wish to communicate better within a working environment, build relationships and improve their skills whether this is cross functional in vital sectors of their company or generally strengthen their communication and inter-personnel skills in a more confident way.

To enhance the delegates personal and team productivity giving them a greater awareness of improving their behaviour when dealing with difficult employees, conflict or work related issues.

### Course Objectives

- Questioning and listening skills
- Working with Body language
- Dealing with Assumptions
- Key messages - The attitude you give
- Using positive reinforcement
- Giving feedback
- One way and two way communication
- Communicate using simple and direct language
- Initiating communications
- Avoiding breakdowns in communications
- Active listening
- Nonverbal communication - Interpreting

### Course Designed for

Those looking to strengthen their communications skills within a working environment to be more confident with others.