



“Communication Skills” Session Outline

A proposed session content and approach is outlined. We will carry out a pre session needs analysis and will tweak this content in line with the findings of this exercise and needs of the attendees.

Training Content

- ***Principles of Effective Communication***

The basic rules of communication

Understanding different communication styles

Barriers to effective communication

- ***Identify Your Skills***

Identify your communication style

Evaluate your strengths and areas for improvement

- ***Mastering Core Communication Skills***

Clarity in getting your message across

Use of effective nonverbal communication

How to ask questions that get the right answers

The importance of listening skills

- ***Handling Difficult Situations***

Effective ways to handle difficult conversations

Become more assertive, the difference between being assertive and aggressive

Target Trainee Profile

Suitable for any individuals wishing to improve their communication skills.

Training Approach

Tutor input, Facilitated group discussions, Practical exercises, Brainstorming, Action Planning

Training Duration

This training is delivered over an intensive half day practical workshop