



training * coaching * competency

ays

Title of course Communication skills
Duration of course 1 day
Start and end time 9:30 – 16:30

Introduction

Effective communication is giving and receiving information clearly, concisely and unambiguously. Regardless of the size of business you are in, effective communication skills are essential for success. This course helps you to understand how to communicate your message in the best possible way.

Intended for: Anyone seeking to improve their communication skills

Aim

To enable delegates to develop and sharpen their communication skills.

Course content

- Communication model
- Channels of communication
- Documentation
- Verbal and non-verbal communication
- Body language
- Telephone and e-mail messages
- Active and effective listening
- Question types
- Assertiveness in communicating
- Barriers in communication

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

Prior Knowledge/training: None required

Numbers: Minimum 4, Maximum 10

For more information please contact: training@ays-ltd.co.uk

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