



**Communication Skills – One Day** (£295.00 + VAT)

**Effective communication is priceless. Whether it's managing a corporate vision, changing strategy, setting and managing team or individual objectives or talking to internal and external customers, communication skills are at the crux of making a business work to best effect.**

This course is applicable to all levels and addresses the essential elements relating to communication – be it verbal, written or non-verbal.

**What do delegates get out of it?**

- What is communication?
- Understanding interactions in communication - Transactional Analysis
- Appreciate how communication conveys and evokes feelings, emotions and ideas
- Knowledge of the three ways in which a message is conveyed
- Identify the differing types of communication and the barriers associated with these
- The part non-verbal communication plays in communication
- How to use questions
- Appreciate the three listening styles and which to adopt
- Opportunity to practice communication
- Reflect on the best style, method and overall approach to ensure communication takes place

**What's been said by those attending it:**

'Very informative, educational and interesting'.

'It demonstrated to me that communication is not just about words'.

'There is so much more to communication than just speaking to people'.

<b>PLANNED OPEN COURSES</b>		
<small>Joining instructions issued two weeks prior to course</small>		
Tuesday	16/02/16	Coventry
Thursday	30/06/16	Bristol
Thursday	24/11/16	London
<small>Need a different date or location – email or call</small>		