

COMMUNICATING EFFECTIVELY

Introduction:

Excellent communication skills make an easier route to success. A successful personal or working relationship depends upon being understood *and* understanding others. This programme will help to optimise current communication skills.

Objective:

To build on a delegate's current communication skills by investigating and matching different communication styles and rapport building techniques.

Programme Synopsis:

- Identifying internal & external barriers & overcoming them
- Methods of communication
- Modelling the skills of an excellent communicator
- The essentials of effective communication
- Building rapport
 - Listening skills
 - Body language
 - Verbal language
- Effective team building and management
- Influencing & negotiating
- "Switching bodies" – Round Robin Role Play

Duration: One (1) Day

Course Code: TSCCE

Certification: Training Solutions 2000