



for more information call  
**01437 721 879**

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 **Communication Skills**

## **The Foundation for Most Interactions**

Communication is the foundation for most interactions, both in and out of the work place. For individuals to be able to work effectively within a business, they require a strong skill set in communication and influencing.

### **Benefits**

This course is a highly interactive and practical study of the communication process both verbal and non-verbal. Participants will:

- Learn to communicate in a way that is appropriate for the situation and the audience
- Gain a greater understanding of other people's needs in the communication process
- Develop improved processes for resolving issues and maximising opportunities

### **Content**

This course will focus on the communication process and the consequences of poor communication.

Delegates will learn and practice methods of communication including style preferences and active listening.

Particular attention will be given to communicating with difficult people and delivering difficult messages.

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