



# **Communication Skills**

## **Aims**

This course is designed for individuals who want to improve their verbal and written communication skills with customers, managers and colleagues effectively.

## **Objectives**

*By the end of this course you will be able to*

- Communicate more effectively, face-to-face and in writing
- Apply the principles of good business writing.
- Get your point across when speaking to others
- Increase self confidence and achieve better results

## **Who Should Attend**

Any individual who wants to improve their every-day communication with others.

## **Course Content**

- What is communication?
- The importance of communication and its barriers
- Choosing the best method of communication
- Communicating your message clearly and confidently
- Principles of writing well: the importance of accuracy, clarity; style and punctuation
- Getting your point across
- Drafting a report, letter or email
- The art of conversation: preparation and structure for stating your case;
- Attending meetings: participating and contributing; the skills of chairing and facilitating
- Getting yourself noticed and your point across
- Making a presentation or giving a talk to a group: preparation and delivery
- Action planning

## **Duration**

1 Day