



Communication & Interpersonal Skills

Aims

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

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
- Learn how to create a positive working relationship with colleagues and customers
- Identify ways of expressing yourself more effectively
- Understand your own behaviour type and that of others
- Effectively deal with challenging situations and confrontation

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 and message 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
- Personality types / Behaviour analysis

Duration

1 Day