



Effective Communications Skills

Communications is the single most important tool available

Learning with a difference...

Benefits

- Understand the power of communication and the effect that positive language can have on the success of your communication
- Save valuable time by getting your message across the first time, every time

Course content

- How to design a spoken message so that it is Heard, Understood and Remembered
- A format designed to produce effective written communications
- The importance of Total Quality Management
- The part Communication plays in achieving Equal Opportunities
- The need to treat all people differently, but fairly
- The importance of good Listening and Observing Skills
- How to deal with Difficult People
- How to deliver effective Feedback

Course overview

Effective use of the spoken word is crucial to success in the modern business world. No matter how good or competitive your product might be, unless you have the ability to persuade the client to buy it, you are unlikely to win the business.

This one-day course is designed to give you a firm grounding in the principles and importance of effective communication in the work places.

Effective communication is an essential business skill. It is a skill that demands dedication, training and constant practice. When you put effort into improving your skills, you will be delighted at the increase in new business

Duration:

1 day
9:30 - 16:30

Refreshments are provided on arrival, mid morning and mid afternoon.
A buffet style lunch is also provided.

Book Now

Call our Sales team
on

01295 253253

Experience our tried and tested training methods; have fun while you learn and most importantly - apply what you have learnt in the workplace with free support service after you have completed your training!

**"You can not always control circumstances, but you can control your own thoughts."
- Charles Popplestown**

Other courses we offer

- Negotiation Skills
- Managing People Effectively
- Customer Care

What our customers say about our courses

"A truly interesting day"

"An extremely enjoyable day"



People Productivity &
Specialist IT Training



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