

Communication Skills

Harmonious, successful relationships



The ability to communicate effectively in all situations, at all levels, helps people develop harmonious, successful working relationships and is the foundation of a successful career.

We design modular programs either across a set of skill topics, or stand-alone workshops. Each is tailored to suit different functions and all levels of seniority. This is not simply for junior staff – strong communication skills at all levels are crucial.

Outcomes:

Our balance is roughly 25% theory (because it's important to understand key ideas around communication) and 75% practical. Our belief is that we only learn by looking at real-life situations faced by the participants. We use a variety of approaches to embed the learning: role play, practice exercises, assessment of real case studies and video clips.

We equip your people with the interpersonal skills they need to:

- Work effectively within their team, with clients and suppliers
- Reduce conflict
- Improve productivity and enjoyment.

Our workshops are highly interactive and cover:

- **Listening** – using techniques such as paraphrasing, reflection and summarising
- **Asking questions** – different types of questions and how to best use them
- **Language patterns** – with reference to NLP and thinking styles
- **Putting across information** – from both party's perspective
- **Non-verbal communication** – recognising and interpreting body language
- **Written communication** with a particular focus on emails, proposals and texts
- **Understanding and adapting** to different personality types (we link this to model profiling tools such as MBTI, DiSC and HBDI)
- **Telephone and video conference communication** – clear protocols for each.

Book this course if:

- You've had feedback about "communication issues", our workshops will address your needs. We give your people practical advice and strategies which they can take back to the workplace to improve their daily communications.

To book, email us

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