



4D Group

Communication Skills

Who Would Benefit?

All personnel who are interested in developing their communication skills. This course will greatly enhance, both on a working and personal platform, relationships of those who practice and use it's discipline.

Objective

This course should be regarded as the cornerstone of building strategic business relationships with customers, clients and colleagues in the working environment.

The course has been designed to enable those attending to communicate more effectively at all levels.

The prime objective is to give delegates a full understanding of how to gain powerful business advantage through effective communication.

Content

Communication definitions.

Communication barriers.

Prejudgement and stereotyping.

Communication in interviews.

Good communication pointers.

Non-verbal communication:

- the importance

- limitations

- use more effectively.

Behaviour:

- assertive, aggressive, submissive

- recognise and deal with.

The value of assertiveness.

Assertiveness.

Visual, auditory and kinaesthetic communication.

Questioning and listening skills.

Identify, assess, evaluate.

The importance of listening skills.

Problem solving checklist.

Barriers to good written communication.

Developing effective writing skills.

Using flipcharts and e-mail.

Verbal communication:

- people and situations.

Effective presentations.

Personal action plan.

Duration

One day