

Course Aims & Objectives

No matter how good we think we are at communicating the reality is that very few of us communicate as much or as efficiently as we think we do. This one day course gives a strong foundation in many aspects of communicating within a business environment. This is a highly interactive course where participants are requested to take part in exercises and role-plays in order to enhance their understanding of the communication process.

Who Should Attend?

This course is ideally suited for anyone who wishes to strengthen their communication ability within business. There are no pre-requisites for attending this course, other than a willingness to participate in discussions and exercises.

Course Outline

The course content will include the items listed below.

- What is Communication and how does it affect you?
- Learn how to improve your listening skills and understand why we don't listen enough.
- Deal with perceptions and misconceptions.
- Identify false arguments and fallacies.
- Brush up on your grammar and the correct way of using punctuation.
- Understand why bad language is inappropriate in the work environment.
- Answer and make telephone calls which show your professionalism.
- Learn the rules of communicating by email.
- Learn how to organise and participate effectively in a meeting.
- Gain an appreciation of how non-verbal communication affects our understanding of a message.
- Practice communication within a structured group and learn how to gain consensus.
- Gain confidence in communicating a message to a group of co-workers.
- Understand how to approach report writing.
- Problem solving approaches and tools.

Notes and exercise files will be provided on CD or via Dropbox. Ongoing email support is offered.