

Communication Skills Course

Course Description:

Have you ever wondered why it seems so difficult to talk with some people and so easy to talk with others? Can you recall an occasion where you met someone for the first time and immediately liked that person? Something about the individual made you feel comfortable.

A major goal of this course is to help participants understand the impact that their communication skills have on other people. They will also explore how improving these skills can make it easier for them to get along in the workplace, and in life.

This course offers a variety of communications exercises and group activities within a controlled and 'safe' group environment, proven to enhance interpersonal communications and those in which we use technologies. The programme uses high-level case studies, presentations, team exercises and self-inventories to identify communication needs – both personally and organisationally

Course Objectives:

This course will help participants how to:

- Gain a better understanding of their own communication style and those of others, and how to use them when needed, based on circumstances
- Understand and develop active listening skills
- Empathise to establish trust and communicate effectively
- Ask the right questions for the right reasons
- Avoid misunderstandings and overcome communication barriers
- Learn what their non-verbal messages are telling others
- Gain a greater understanding of emotional intelligence and how to hone those competencies
- Deliver a potentially negative message and get a good response

- Read and interpret body language and gestures while communicating with others
- Enhance their ability to handle difficult situations
- Deal with situations assertively

Course Content:

- Creating Positive Relationships
- Growing Our Self-Awareness
- Communication Basics
- Communication Barriers
- Asking Questions
- Listening Skills
- Body Language
- Communication Styles
- Creating a Positive Self-Image
- Frame of Reference
- Techniques for the Workplace
- Assertiveness
- Workshop Wrap-Up

Audience: This course is suitable for anybody, in any career discipline, who wants to learn how to communicate ideas and work effectively with others.

Prerequisites: None

Course Duration: 1 Day

Please contact us for any further information <mailto:info@inspiringways.com>