

Courses Described

Communicating With Confidence

Course Objective:

Better results through better communications.

By the end of the course you will be better able to present yourself and get your message across in a range of communication situations. The course aims to build your skills in giving and receiving information and feedback.

Course Content:

- ✓ **The Principles of Communication**
The key foundational issues that all should understand in order to give and receive information in an effective and professional manner.
- ✓ **The Communication Model**
Sender, Message, Medium, Receiver, Feedback
- ✓ **Spoken versus Written Communication**
Which is better, when to use, be aware
- ✓ **One-Way versus Two-Way Communication**
Advantages, Disadvantages, When to use what
- ✓ **Listening**
Receiving verbal information, Why bother, How
- ✓ **Communicating in Group Situations**
Contributing at a meeting, facilitating discussion, giving feedback
- ✓ **Question Skills**
Types, when and how
- ✓ **Non-Verbal Communication**
Communicating without speaking
- ✓ **Written Communication, the basics**
e-mails, memos, messages

For Whom:

All staff who require effective communication skills

Duration:

2 days