

The basics of Communication

Programme Outline

Who can benefit?

The course is suitable for those who wish to enhance their communication skills

Course Objectives

- Describe the key characteristics and the purpose of effective communication
- Identify the barriers that constraint effective communication
- Interpret and use effective body language
- Identify and develop active listening skills
- Develop an action plan to improve the effectiveness of your communication

Course content

- Communication skills
- Objective feedback
- Assertiveness
- Questioning techniques
- Listening skills
- Providing feedback
- Behaviour and attitude

Course Duration

1 day