

Effective Communications

Course Ref: PD3

Course aims:

- To help delegates understand the principles of good communications
- To enable delegates to use words effectively, in a variety of situations
- To recognise when messages are confused. and what to do about it
- To help delegates to communicate effectively at all levels

Benefits of attending:

- High quality training by experienced management professional
- Practical exercises to support the learning process
- Training can be geared to your individual organisation's situation

Outline of programme:

Today's organisations need people who communicate effectively with each other, whether in person, or on the telephone, E-mail or memo/letter. This workshop guides employees through the minefield, with a host of tips and tricks to get messages over clearly and without misunderstandings.

On this workshop delegates will:

- understand the need for good communications and use clear language
- present a consistent communications, through wordless messages
- learn to listen and listen to learn - a forgotten skill
- say what you mean and mean what you say, without being irrelevant
- discover the secrets of writing reports and memos,
- understand how to overcome writer's block
- learn to deal with criticism and mistaken assumptions
- build rapport through telephone contacts
- give meaningful presentations
- find ways to make technology your ally

Note: On this workshop, delegates are asked to bring along actual material/projects to work on.

Course duration: This course normally operates as a 1 or 2-day course, depending on the depth required and issues which need to be covered. It

can also be run as part of a series, together with Presentation Skills, Positive Customer Care and Assertiveness in Action.