



Communication Skills

Overview

Explore the skills required to be an effective communicator and determine how verbal and non-verbal communication can have an impact in business

Outline programme

- Delegates will be able to define the term communication and the process involved
- Demonstrate effective questioning and listening skills
- Explain the advantages and disadvantages of the three primary methods of communication
- Be able to identify barriers to effective communication and clarify and practice how to overcome these
- State how they will be able to implement the key areas learnt and apply the effective communications skills back into the work place

Qualification information

Designed for: All employees

Course duration: Half day programme

New Directions Certificate Issued

