

alfran uk Limited

developing international markets

BASIC COMMUNICATION SKILLS

One or two day Basic Communication Skills Course provides participants with the opportunity to understand how communication works and how to communicate with confidence and flair. This is a practical day filled with exercises, games and discussion which will give you skills to handle difficult and tricky situations and give you more choice in the way you communicate with others.

Who should attend?

- People who would like to know more about the way to communicate
- People who would like to be more effective communicators
- People who would like to learn more techniques to be more adept and self-assured

Course Objectives

- To understand the importance of effective communications and to become aware of one's own impact when communicating with others
- To learn the skills of effective communication

COURSE OUTLINE

INTRODUCTION	<ul style="list-style-type: none"> • The underlying principles of communication and how to get the most value out of the course
COMMUNICATION DYNAMICS	<ul style="list-style-type: none"> • What is effective communication? • What skills do we need to be effective communicators?
QUESTIONING SKILLS	<ul style="list-style-type: none"> • Why is questioning an important skill?
LISTENING SKILLS	<ul style="list-style-type: none"> • Why is this the most important communication skill? • How to improve your listening skill
VERBAL & NON VERBAL COMMUNICATION	<ul style="list-style-type: none"> • How vocal tone communicates • The effects of variations of tone • What is non-verbal communications?
HOW WORDS COMMUNICATE	<ul style="list-style-type: none"> • How to make the message clearer and deliver a clear key message
FACE TO FACE COMMUNICATION	<ul style="list-style-type: none"> • Positive impact & influence • The initial impact • Are you creating a positive image? • Confidence & self belief
IMPACT OF BODY LANGUAGE	<ul style="list-style-type: none"> • The power and control through body language and attitude
TEAM BRIEFINGS	<ul style="list-style-type: none"> • How to communicate successfully with management and your team
TELEPHONE COMMUNICATION	<ul style="list-style-type: none"> • How to communicate effectively by telephone
WRITTEN/EMAIL COMMUNICATION	<ul style="list-style-type: none"> • How to communicate effectively by letter, report and email
DIFFICULT COMMUNICATION SITUATIONS	<ul style="list-style-type: none"> • Discussions on how to cope with difficult communication situations
WORKING TO YOUR COMMUNICATION STRENGTHS	<ul style="list-style-type: none"> • A look at your strengths & how to put together your own Personal Action Plan