

# Effective Communication Skills

**Duration:** ½ day

## **Purpose and aim of course:**

This course has been developed in order to assist staff to effectively communicate with their colleagues and more importantly with their superiors. It covers the key areas of questioning, listening and non-verbal behaviour. This course enables learners to develop effective communication skills, following a self-assessment of their preferred communication style.

## **This unit is suitable for persons who are:**

- working in teams where they regularly communicate with colleagues and superiors,
- wish to develop their knowledge of communication skills to improve performance at work,
- interested in understand different types of communication in organisation including downwards, upwards and horizontal communication

## **Learning Outcomes**

On completion of this course, learners will:

- understand the components of effective communication,
- be able to refine their questioning and listening skills to improve communication and relationships
- understand the importance of non-verbal behaviour and of congruent communication.

## **Materials:**

Learners will receive all necessary material for this course including copies of presentation slides and exercises used in class.

## **Prerequisites:**

This course is a stand-alone course and does not require any previous knowledge.