

## Course Outline - **Effective Communications**

**Description:** Effective communication is essential for business success. Whether building rapport with potential clients, dealing with customers, or meeting with colleagues in the workplace, the ability to communicate with maximum impact is a skill that all business people need, yet many find difficult to master.

**Objectives:** Upon completion of the course delegates will have a sound understanding of the various methods of communication and will be able to demonstrate good communication skills.

**Pre-Requisites** No previous knowledge is required

**Duration:** One or two days

### **Introduction**

What is communication?  
Why is effective communication so important?

### **Communication Styles**

Understanding communications styles  
Personal communication style

### **Verbal Communications**

What is verbal communication?  
The four aspects of delivery  
Speaking in the positive  
Speaking assertively

### **Non-verbal Communications**

What is non-verbal communication?  
Understanding body language

### **Active Listening**

Two ears, one mouth...  
Improve your listening skills

### **Dealing with Conflict**

Approaching conflicts constructively  
Keeping conflicts cool  
Win-win resolution

### **Communicating by Phone & Email**

(only available on 2 day course)

