Learnsoft
ENTERPRISE TRAINING

Effective Communication

Length: 1/2 Day

Summary: Do you want to improve your confidence when building relationships with others? Do you sometimes find yourself struggling to get your message across clearly? Would you like to increase positive results when dealing with customers and colleagues? The ability to communicate effectively is a key skill. Organizations depend upon people being able to get their message across clearly and this course will help you to establish and maintain co-operative relationships inside and outside the workplace.

Being able to express yourself clearly and in the correct way will change the way you are seen. You will benefit from this course if you need to build relationships and want to deliver clear and effective messages.

COURSE CONTENT

1: COMMUNICATION STYLES

- Recognizing your style and the style of others
- Strengths and blind spots of each style

2: LISTENING FOR IMPROVED UNDERSTANDING: TOOLS FOR ACTIVE LISTENING

- Asking clarifying questions
- Confirming the message
- Demonstrating respect, empathy and sensitivity
- Listening for the entire message

3: BRIDGING COMMUNICATION STYLES IN A POSITIVE MANNER

- Closing communication gaps
- Being flexible without compromising your identity
- Be professional while communicating

4: INTERPRETING NONVERBAL CUES: BODY LANGUAGE

- Intonation
- Rate of speech
- Volume
- Gestures
- Facial expressions
- Posture
- Use of space
- Dress
- Eye contact

5: MATCHING YOUR BODY LANGUAGE TO YOUR MESSAGE

- Enhancing your message to gain your intended results
- Creating believable and credible messages
- Ensuring that your attitude supports communication
- Speaking through silence