

Course Outline | Communication and Information Skills

1 day(s)

Overview

The course provides a framework in which the various techniques of written and verbal communication can be applied to express ideas clearly and effectively, and organise information efficiently, by gaining the following skills:

- Develop and improve listening skills
- Understand and utilise voice projection and variation
- Know how to write what you intend to say
- Absorb and organise information succinctly

Course Outline

Listening Techniques

- Learning how to listen to what you hear
- Using silence to find out more information
- Interpreting messages to hear what isn't being said
- Identify when lack of listening can cause misunderstandings and confusion

Speaking Effectively

- Using voice projection, tone and body language to communicate more convincingly
- Learning how to invite and encourage dialogue
- Understanding how to strategically control communication

Written Communication

- Planning written communication
- Identifying and targeting recipients
- Outlining and structuring reports
- Making written communication clear, effective and concise

Organising Information

- Outlining written communication
- Creating visual procedural maps
- Summarising received and communicated data

Credibility

- Understanding and maximising perceived competence and character
- Ensuring recipients know exactly what you expect of them
- Investigating techniques for ensuring constructive criticism
- Identifying methods for effectively communicating unpopular decisions

Summary