

Course Outline | Communication 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:

- Identify and acknowledge body language
- Develop and improve listening skills
- Understand and utilise voice projection/variation
- Know how to write what you intend to say
- Ensuring credibility

Course Outline

Body Language

- Understanding and identifying non-verbal communication
- Overcoming visual, social and perceived barriers
- Interpreting messages to hear what isn't being said
- Using body language to avoid or disperse hostility

Listening Techniques

- 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
- Use of words and structuring sentences to compliment the knowledge of the reader

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