



## Essential Communication Skills

**Communication Skills are ranked amongst the most important skills for employees anywhere in the World.**

**Successful communication skills help us to interact successfully with our bosses, clients and peers. Don't let poor communication skills prevent your staff from performing at work.**

**Communication Skills can be learnt.**

### **What you will learn**

On this one day workshop you will learn: what makes an effective communicator, understand the different channels of communication, your communication style and how you can improve it.

### **First Impressions**

In a World where time is one of the most important resources, giving a positive first impression is vital. Find out what creates a positive first impression and how you can use this to your advantage.

### **The Visual Medium**

The first thing that strikes us about a person is how they look and their body language. Increase awareness of your own body language and learn to read basic signals from other people.

### **The Vocal Medium**

A range of emotions are communicated by how we say words and phrases. Whatever role your employees have, it is vital for them to be able to build rapport with other people by using their voice.

### **The Verbal Medium**

The way we speak to different people varies greatly. But how can we use words to convey what a message is? This section focusses on making the right choice of words for the right situation.

### **Listening**

What makes a good listener? Evaluate your own listening skills and discover how you can improve them.

### **Communication Styles**

Get to grips with four different communication styles. Discover which style that you use and learn its benefits and drawbacks.