



Effective Communication Skills Workshop

Course Information

Half Day Workshop (4 Hours)

SSECS05 (course code)

Target Audience

This course will be of benefit to anyone who is wanting to gain new skills and understanding in the area of effective communication which is crucial in any area of a business environment or situation.

Overview

Like most things in life, communication is far more complicated than it seems. Identifying and exploring some of the common communication barriers can help you reduce their impact on your communication with others.

This workshop will help you understand the mechanics and methods of communication and how to make the most of them.

Course Inclusions

Work book with activities and action plan

Certificate of attendance upon completion

Learning Outcomes

By the end of this course you will have gained knowledge of the following:

- Effective Communication in the Workplace
- 10 Key Communication Barriers to Overcome
- Why is Effective Communication Important?
- Effective Communication Cycle – Key Elements
- Communication Skills
- 10 Keys to Effective Listening
- Different Types of Listening
- Gathering Good Information
- Non-Verbal Communication
- Written Communication

Course Content

Effective communication in the workplace - Like most things in life, communication is far more complicated than it seems. This workshop will look at identifying and exploring some of the common communication barriers.

Non-verbal communication – We look at how to enhance non-verbal signals as well as how to read those signals from other people.

Effective digital communication - Your communication be it emails or text messages is a reflection of your professionalism, values, and attention to detail.