



4D Training

Communication Skills

Who would benefit?

This one day workshop focuses on the core skills required for effective communication in the modern business world: active listening, skilled questioning and the ability to convey information in a clear, concise manner.

This is an interactive day with discussion, questionnaires and exercises that will help identify the strengths and weaknesses of your personal style.

Objective

- Understand the principles of clear communication
- Assess the strengths and weaknesses of your personal style
- Learn how to communicate in an assertive way and build great working relationships

Content

- What is communication and why do misunderstandings happen
- Who are the great communicators we know and what can we learn from them
- How good am I at communicating
- What is active listening
- How can I use questioning and paraphrasing techniques to improve the way I communicate
- What is effective body language
- What is my personal communication style – and what do I need to think about when communicating with others
- How do I know if I'm communicating assertively
- What do I need to know about Visual, Auditory and Kinaesthetic communication
- How do I build rapport
- What do I need to know about communicating
 - In meetings
 - On the telephone

Duration

One day