

# 1 Day Effective Communication

## Introduction

This highly interactive course challenges delegates to review their communication style. It covers various aspects of communication including: barriers, influencing, questioning, listening, feedback and assertiveness skills.

## Who Should Attend

Anyone who wants to improve their communication skills and enhance their ability to confidently interact with others

## Course Objectives

Overall objective is for delegates to adopt a range of techniques to improve their communication skills.

By the end of the course you will be able to:

- Achieve results in your communication with others
- Understand the importance of open two way communication
- Understand the barriers to effective communication
- Develop influencing and assertive skills
- Develop questioning and listening skills
- Give effective feedback

## Content Summary

- Framework for influencing
- Recognising behaviour styles
- Barriers to communication
- How to question and listen
- Rights and responsibilities
- How to give constructive feedback
- Recognising assertiveness
- How to be assertive
- Getting your point across assertively
- One to one conflict

## Style

The day will be structured with a mix of theory, demonstrations and hands on by delegates.

All delegates will be given supporting material.

## How to book

Call the office on **023 9225 5232**

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