

# Communication Skills

## 1 day course

### Objective

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
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### Course Content:

#### 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
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