

COMMUNICATION SKILLS TRAINING

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COURSE LENGTH: 1.0 DAYS

The ability to communicate effectively can have a profound effect on your personal and professional life. This Communication Skills Training Course provides you with practical, effective tools to help you learn how to communicate appropriately and clearly in all situations.

This Communication Skills Training Course teaches how effective communication involves not just how well you say your message, but also your understanding of how others communicate and how you can adjust to help overcome any communication barriers. You will also learn to use body language, the S.T.A.R. (Situation, Task, Action and Result) method of speaking, active listening and other effective communication tools.

This comprehensive course is now available in London, Birmingham, Leeds, Glasgow, Sheffield, Bradford, Edinburgh, Liverpool, Manchester and UK wide.

Please click the In-House Training tab to receive a free quote for courses delivered at your preferred location.

COMMUNICATION SKILLS TRAINING COURSE OUTLINE

FOREWORD

This communications skills training course helps people communicate appropriately and clearly in any situation. This is a great course for everyone as the benefits can have a positive effect on every aspect of your life.

Learn to understand how you communicate, how others communicate and how to adjust your communication style to meet their needs. Discover how effective communication is greatly improved by understanding communication preferences based on personality type and learn how to overcome some common obstacles to effective communication.

This interpersonal Communication Skills training course will ensure that your colleagues, friends and family will receive your message clearly, which should improve your workplace relationships as well as your personal relationships in general. If you have never completed a communications course of this type, you are missing out on understanding some of the most fundamental concepts that will have a profound effect on your success in the workplace and life in general.

OUTCOMES

In this course participants will:

- ▶ Gain insight into their personality type and communication preferences, using our proprietary profiling tool
- ▶ Learn to recognise other people's personality types and communication preferences
- ▶ Learn to adjust your own communication approach based on need and situation
- ▶ Understand barriers to effective communication and how to overcome them
- ▶ Learn how to effectively utilise tone
- ▶ Master the S.T.A.R. method for speaking on the spot
- ▶ Learn to use body language appropriately
- ▶ Learn to listen actively and effectively
- ▶ Gain insight into asking open questions
- ▶ Become a more effective communicator through the use and application of practical tools

MODULES

Lesson 1: Communication is key to success

- ▶ 5 Habits of Highly Effective Communicators
- ▶ Reflection

Lesson 2: LDP – Communication Evolution Tool

- ▶ Adjusting your style for a better approach:
- ▶ Communicating when stressed
- ▶ Reflection

Lesson 3: Bridge the Gap to Communication Barriers

- ▶ The Communication Process
- ▶ Types of Barriers
- ▶ Self-Awareness – Johari Window
- ▶ Reflection

Lesson 4: Beyond Verbal Communication

- ▶ Understanding the Mehrabian Study
- ▶ All About Body Language
- ▶ Para-Verbal Communication Skills
- ▶ The Power of Pitch
- ▶ The Truth about Tone
- ▶ The Strength of Speed
- ▶ Reflection

Lesson 5: Active Listening

- ▶ 8 Common Barriers to Effective Listening and how to overcome them
- ▶ Quadrant of cognitive/explanatory styles
- ▶ Understanding Active Listening
- ▶ Sending Good Signals to Others
- ▶ Ladder of Inference
- ▶ Reflection

Lesson 6: Asking Good Questions

- ▶ Open Questions
- ▶ Closed Questions
- ▶ Probing Questions
- ▶ Reflection

Lesson 7: Speaking Like a STAR

- ▶ S = Situation
- ▶ T = Task
- ▶ A = Action
- ▶ R = Result
- ▶ Using “I” Messages
- ▶ Active Constructive Response - ACR
- ▶ Reflection

Lesson 8: Reflections

- ▶ Create an Action Plan
- ▶ Accountability = Action

WEB LINKS

- ▶ [View this course online](#)
- ▶ [In-house Training Instant Quote](#)