

# Effective Communications

## One Day Course

### Who will benefit

People who need to deliver clear and easily understood messages. The course highlights and clarifies the importance of effective communications in the smooth running of an organisation.

### Objectives

The course is designed to develop skills to achieve clear and confident communication. Rapport building techniques, effective questioning and listening skills are key modules included in the course.

#### Communicating Style

- Handling information
- Conveying ideas and information effectively
- Choosing the right words
- Assertive language
- Recognising the benefits of positive language
- Choosing the appropriate format and medium

#### Working with Tone and Body Language

- Understanding the process
- Preferred style
- Using style effectively
- Assessing your style

#### Improving Questioning Techniques

- Reasons for asking questions
- Types of questions
- Achieving effective questioning

#### Building Rapport

- Creating empathy
- Matching language systems
- Using the 'conversation cycle' to enhance communication
- Understanding 'transactional analysis'

#### Communication Techniques

- Dealing with difficult people
- Checking understanding
- Active listening skills
- Summarising
- Probing
- Overcoming obstacles to effective listening
- Understanding the other person's perspective
- Reading gestures
- Acknowledge correctly

#### Action Plan

- Participants plan and discuss what they will do on return to work

T: 07775 674 146 | E: [info@lynnandrews.co.uk](mailto:info@lynnandrews.co.uk)

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