



Course Outline

Communication and Business Skills Series

This outline is intended as a guide to the possible content of a course.

In practice, our courses are tailored to meet the requirements of our clients.

Communication Skills

Overview

The key to effective communication is *sounding authentic* i.e. sounding as if you mean what you are saying. In order to do this, you need to get your message across with conviction, confidence and personal authority. For people to accept and take on board your ideas, you need to sound as if you actually believe in what you are saying - *'it's not what you say, it's the way that you say it'*. An old cliché perhaps, but it does highlight a very important point. The tone of your voice, your gestures (body language, non-verbal communication), the use of appropriate questions and your ability to *'listen to understand'* can all impact on your ability to get your message across.

This highly practical course is aimed at those seeking an introduction to communication skills, both face to face and using the telephone, and also serves as a useful refresher for those who have previously attended a similar course(s).

Outcomes

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

- demonstrate the skills required to create the right impression and to sound authentic
- state the benefits to be derived from using open, probing and closed questions
- state the importance of *listening to understand*
- identify your natural communication style in support of further development, where appropriate, back in the workplace.

To support the achievement of the above, you will have the opportunity to practise and develop your practical skills using a number of small group, paired and individual exercises. You will also be encouraged to develop a *personal action plan* to support your continued learning back in the workplace.

Duration

1 day

Continued...

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Key Areas Covered

- Creating the right impression.
- The eight points of effective communication.
- Face to face communication - sounding authentic (what we say, how we say it, the way we look).
- Active listening.
- Questioning techniques (the *funnel technique*, use of open, probing and closed questions).
- Directing the conversation (the *conversation cycle*).
- Communicating on the telephone.
- An introduction to dealing with complaints.

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