



# Effective Communication Skills

A one day, 5 star rated course from the  
training experts



# A Masterclass in Effective Communication

This is a one day training course that will help you to become a more inspirational and effective communicator.

By understanding the importance of clear and focused communication skills (both written & verbal), delegates will be able to communicate with confidence in various workplace situations i.e. team meetings, interviews, presentations, performance reviews & networking events.

After attending the course you will understand the importance of “feedback” and the impact different behaviours and personalities play when communicating with others.

## Suitability - Who should attend?

This course is targeted at any member of staff who wants to maximise the impact of their communication skills and whose work depends on successful interaction with others. The course is also suitable for people who are looking to improve how they communicate and interact with others in a non-work environment.

## Price and Venues

Manchester: £285 + VAT

Leeds: £285 + VAT

Liverpool: £285 + VAT

Not only did the communication skills help me to understand the people who I deal with in life, but it also helped me understand myself. This will help my communicating when I get back to work after being a trainee and a student for 3 years.

Hibah Wahab, University of Manchester

## Private & One to One courses

We offer private and one-to-one courses throughout the UK. Please email or call us with your preferred venue, number of delegates and any requests.

Our interactive practical courses and learner centred approach, combined with small class sizes, provides the very best learning environment

Google

5.0 ★★★★★

No more than 6 Delegates

5 Star Rated courses

Practice led learning

3 months online support

Lunch & refreshments provided



# Communication Skills



## COURSE CONTENT

### Introduction to the field of Communication

- The importance of communication in today's modern setting
- The key elements and skills of communication
- Telephone communication
- Written communication – email etiquette
- Maximising our communication skills in a variety of situations
- What helps and hinders communication at an individual, team and organisational level
- Questioning skills
- Listening Skills
- Self-presentation and self-promotion

### Effective Feedback Skills

- The importance of feedback to people and organisations
- The type of feedback we receive in life
- Structuring feedback
- Giving and receiving feedback effectively

### Communicating Assertively

- What assertive communication is
- How we should plan, structure and conduct assertive communication
- Using assertive communication in a variety of situations

### Communication to Different Personalities

- The type of people and personalities we have to communicate with
- Understanding how each type likes to communicate and be communicated with
- Adapting our communication style to others

### Employee Engagement

- Holding successful and inspiring team meetings
- Communicating with your immediate team
- The importance of 1 to 1s

To book please see next page



## How to book

To reserve your place on the Effective Communication skills course, simply pick your preferred date and location, and send us an email or give us a ring.

Or if you prefer, we offer private and In House training on request.

Email: [info@mtraining.co.uk](mailto:info@mtraining.co.uk)

Call: 0161 226 6032

Or visit: [www.mtraining.co.uk](http://www.mtraining.co.uk)

We offer group booking discounts for two or more delegates.

