



Effective Communication Skills Course

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



A Masterclass in Effective Communication

Effective communication skills are essential for every employee, especially managers who need strong communication skills in order to lead people and be a role model.

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

What you will gain:

- ✓ Appreciation of how to communicate positively face-to-face
- ✓ An understanding of how to control your communication skills in order to be more effective
- ✓ Recognise the different behavioural styles
- ✓ An understanding of how to adapt your style to interact successfully with others
- ✓ An understanding of communication errors and how to prevent them

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.

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

Price and Venues

Manchester: £295 + VAT

Leeds: £295 + VAT

Liverpool: £295 + VAT

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.

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

Google

5.0 ★★★★★

No more than 6 Delegates

5 Star Rated courses

Practice led learning

3 months online support

Lunch & refreshments provided

mtraining

Effective Communication Skills

Course Outline



Course Objectives

- Set clear guidelines for effective communication skills in the workplace
- Understand the everyday barriers to communication
- Appreciate the important elements of effective face-to-face communication, and how to use them to be a confident communicator
- Develop questioning skills in order to obtain the information that you need
- Increase active listening skills so that you clearly understand messages
- Recognise different personality types and how to adapt your communication style
- Learn how to be assertive so that you influence and persuade people whilst building and maintaining rapport

Course Topics

- Understanding effective communication?
- Factors affecting communication
- How a message flows
- Barriers to communication and how to overcome them
- The dynamics of face-to-face communication - body language and tone of voice
- The power of words in communication
- Developing good listening skills
- Being able to ask the right questions
- Transmitting your message clearly and accurately
- The differences between aggressive, assertive, and passive behaviour
- How to use the assertiveness technique
- Behaviour Style Analysis - Amiable, Expressive, Analyst, Driver
- Adapting your styles to interact better with others
- Know how to build relationships with others

The course gave clear information about communication and I got a lot of knowledge about different communications with clear examples so it was easy to understand the techniques.
Ram Murugesan | Avecto Ltd



How to book

To reserve your place on the Effective Communication Skills course online, 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

Call: 0161 226 6032

Or visit: www.mtraining.co.uk

We offer group booking discounts for two or more delegates.

