



# Effective Communication Skills Course

A 5 Star Rated course from the Training experts





# Effective Communication Skills Course

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.

## Introduction

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

You will gain an appreciation of how to communicate positively face-to-face, an understanding of how to control your communication skills in order to be more effective

## Who would benefit from this course?

This course is ideal for any member of staff who wants to maximise the impact of their communication skills in and out of the workplace.

## Classroom & Virtual Classroom Courses

We offer this course as a classroom based course and as a live, interactive online course.

Our classroom courses are run as public courses at the venues shown below or as a private course anywhere in the UK.

Our online Virtual Classroom courses are available for people anywhere in the world with internet access. You will be able to see the trainer, their screen, be able to chat and ask questions, just like on our regular classroom courses.

No More Than 6 Delegates

5 Star Rated Course

Practice Led Learning

3 Months Online Support

Lunch Provided

Detailed Course Notes

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



5.0 ★★★★★

The Communication Skills Course was excellent. The trainer was interactive, with some really good examples.

Hariers Garbemi  
OMBC

## Public Course Venues and Prices

	1 Delegate	2 Delegates
Manchester:	£295 + VAT	£495 + VAT
Leeds:	£295 + VAT	£495 + VAT
Liverpool:	£295 + VAT	£495 + VAT
Online	£220 + VAT	£350 + VAT

## Private & One to One courses

We offer private group courses and one-to-one courses throughout the UK from £690 and Online From £190 (half day). Please email or call us with your preferred venue, number of delegates and any requests.





# Effective Communication Skills

## Course Outline

This course will teach you how to become a more effective communicator

### 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

To book please see next page

Google

5.0 ★★★★★

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



For private courses the course content can be adapted to suit your requirements. Please contact us to discuss your requirements.



# Effective Communication Skills Course

## Why Choose M Training's Effective Communication Skills Training Course

- Run by a specialist communication skills trainer with over 10 years' experience in running communication skills courses
- This course is limited to 6 places so you are guaranteed personal support throughout the day
- Fully CIPD Qualified trainers
- From Only £295 + VAT per delegate
- Convenient locations in Manchester, Leeds and Liverpool.
- We provide one to one and private group courses throughout the UK
- Course notes and support material
- Lunch & refreshments provided
- Certificate of achievement

## Private and One-to-One Courses

One-to-one and private group courses are available from £690 for a one day classroom course and from £190 (half day) or £350 (full day) for a private online course .

These courses are ideal if you cannot make one of the set course dates or if you want a more advanced course or different course outline/focus.

One-to-one and private group courses can be run anywhere in the UK, at our Manchester office or via Virtual Classroom online.

## How to book

**To reserve your place on our 1 Day Effective Communication Skills course, Simply pick your preferred date and book on our website, send us an email or give us a call.**

**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.**

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**