



Communication Skills

Duration: 1 Day
Accreditation: ILM

Accreditation

For an additional fee this 1 day workshop can be accredited by the Institute of Leadership and Management (ILM) under the title "Communication Skills".

To gain accreditation delegates will be required to complete a short assignment. This accreditation can also be used as two credits towards an ILM Level 2 Award or Certificate.

Introduction/Summary

Being able to communicate with those around you is useful in all walks of life, but in the workplace, it is essential!

Good, clear communication avoids wasted materials, time and money, as well as maintaining positive attitudes and encouraging high levels of enthusiasm and motivation. Many poor communicators are unaware of this until they ask questions themselves. The explanation of effective communication techniques provided by this workshop will prove to be useful for learners from all industries and at all levels.

This workshop can be tailored to meet your needs and delivered at your own premises.

Content

The workshop aims to cover the following content:

- Understand the balance between verbal, non verbal & vocal components of communication and the impact this has on communication within an organisation
- Stages in the communication process
- Consideration of the recipient's needs
- Barriers to communication and how to overcome them
- A range of direct communication methods relevant to the team and their relative advantages and disadvantages
- A range of direct communication methods relevant to people outside own area of responsibility, including written, telephone, e-mail and face-to-face discussions
- Aspects of face-to-face communication, including appearance, impact, body language
- The importance of succinct and accurate records of one-to-one oral communication
- Reasons for maintaining records of one-to-one communication (eg potential disciplinary or legal issues)

Requirements/Pre Requisites

There are no pre-requisites for this course.