



NewGrange

TRAINING & SERVICES LTD

Better People, Better Business®

Effective Communication Skills

Why is it that some people simply cannot communicate well? Poor communicators usually believe that they are right and others are wrong. They see the world from their own perspective; they simply do not see the other person's point of view. Poor communicators rarely achieve their goals because they are unable to 'communicate' those goals to others. They cause frustration and confusion for others and as a result, poor team performance.

This one day course will enable delegates to assess their current approach to communication and to develop the interpersonal skills required to communicate successfully. Good Communication enhances workplace relationships and improves ways of working together more effectively, to give widespread benefits to your organisation.

Course Location: On-Site at your premises

Course Duration: One Full Day, 9.30am - 4.30pm (date to suit you)

No. of Delegates: 12 delegates max

Course Programme to include:

- Communication principles
- Methods and key skills including:
 - * Assertiveness
 - * Body language
 - * Active listening
- Self analysis of your communication style
- Securing co-operation and commitment from others
- Identifying and overcoming the barriers to effective communication and relationship building
- Understanding the importance of assertiveness in communication
- The choices of the communicator
- Handling difficult situations
- Understanding and dealing with conflict
- Using communication skills to build your team
- Group work with practical exercises

Delegates Receive:

Certificate of Training

Course Notes

Course Materials

Tel: +44(0) 1562 632143

Fax: +44(0) 1562 632584

email: info@newgrangetraining.co.uk

[www: newgrangetraining.co.uk](http://www.newgrangetraining.co.uk)