

Communicating Effectively at Work



media training

enquiries@mediatraining.ltd.uk

020 7359 9855

www.mediatraining.ltd.uk

Course description

The ability to influence others, build relationships, manage conflict and communicate your thoughts effectively are vital skills in today's working environment. This course uses a combination of case studies and practical exercises to help you develop the key skills required to communicate your thoughts and views effectively at work.

Course information

Course duration One day

Course cost

Public scheduled course: £325 plus VAT per person.
This course runs as a public scheduled course on a regular basis.
Please call 020 7359 9855 or visit www.mediatraining.ltd.uk for dates.

Private course costs: £495 plus VAT for individual tuition.
Please call for prices for private groups of two or more.

Course location

We have two fully equipped training centres in central London; one is in Highbury and Islington (one stop from Kings Cross) and one next to Waterloo station. We can also run courses onsite at your offices if you prefer.

Pre course requirements

There are no pre course requirements.

Post training support

The cost of the course includes lunch, course notes to take away, a certificate and six months telephone Helpline support.

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The principles of effective communication

- What is communication?
- Understanding verbal and non-verbal communication
- The difference between passive, aggressive and assertive behaviour
- Why assertive behaviour is vital for effective communication

Improving your existing communication skills

- Understanding how you currently communicate
- Influencing outcomes by changing your internal frame of mind

Being assertive, being positive and influencing others

- Changing the way you interact with work colleagues or clients to maximise your influence
- Stating your views
- Explaining your reasoning
- Using incentives
- Establishing expectations
- Using open questions
- Building common ground

Rights and responsibilities

- Understanding your rights and responsibilities at work

Providing feedback

- How to give constructive feedback
- Getting more from people you work with
- Changing the way you are managed
- Positive means productive
- Avoiding unnecessary confrontation

Communicating with difficult people

- Developing strategies and techniques for communicating and dealing effectively with difficult situations
- Dealing with aggressive or difficult people

Practical exercises

Questions and answers