skillstudio

Effective Communication Skills

A one-day highly interactive workshop designed for those who wish to become more confident and influential communicators.



This workshop will help participants build confidence, establish better working relationships and become more influential in the business environment. Through a variety of highly interactive exercises and role-plays, participants will increase their self confidence and vocal ability. In addition, they will also develop a greater understanding of the skills and approaches necessary for achieving successful working relationships.

About Skillstudio

Skillstudio is one of the UK's leading providers of presentation & communication skills training and coaching services. We are passionate about drawing out the best in people. Since early 2001 Skillstudio's trainers have worked with thousands of people from over a thousand companies and organisations throughout the UK and Europe. **Our client base now includes more than 50% of the FTSE100 companies**. Other clients include International Blue Chip companies through to SME's; Central Government bodies through to local borough & county councils; schools; colleges; universities; hospitals; and charities. In addition, we have worked with numerous private individuals on a one to one basis and via our public courses. Skillstudio is also an approved external CPD training supplier for the Law Society of England & Wales.

Workshop Objectives

- Learn to speak with greater confidence
- Discover how to analyse and utilise body language to your advantage
- Develop effective listening techniques to build rapport
- Learn how to steer conversations and influence people
- Enhance your professionalism at work

Workshop Outline

Introduction

- Warm up exercises
- Getting to know the group
- What makes a good communicator?

Use your voice more effectively

- Develop a greater awareness of your voice
- How to speak more confidently
- How to develop a more expressive tone of voice
- Understand how the voice conveys meaning
- How to use your voice to influence your listener

Generate confidence through body language

- How to appear more approachable and confident
- How to use the power of eye contact
- How to be more in control of your body language

Present yourself successfully

- How do you see yourself?
- Use voice and body language to advantage
- Give a short presentation with feedback

Styles of communication

- Identify your preferred style of communicating
- Become sensitive to other people's styles
- How to enhance your message

Learn the power of effective listening

- Understand the barriers to good listening
- How to listen effectively to build rapport
- Questioning techniques to aid understanding

Workshop review & personal action plan

Call us today on +44 (0)8456 444 150 to book your workshop

skillstudio

your personal communication skills coach

Public Workshop Dates: 2009-10

Our 1-day public workshops are held in London, Birmingham, Manchester & Glasgow:-

Central London

Sep-09	Nov-09	Jan-10	Mar-10	May-10
3	4	8	5	13
Oct-09	**Dec-09**	**Feb-10**	**Apr-10**	**Jun-10**
6	3	8	14	9

Birmingham

Jun-09	Feb-10
23	25
Oct-09	**Jun-10**
27	18

Manchester

Jul-09	Mar-10
27	22
Nov-09	
23	

Glasgow

Feb-10
1
May-10
5

Workshop Fee - £297 + VAT (£348.98 inc VAT) includes:-

- ✓ One day highly interactive workshop
- ✓ Plenty of opportunities to practise and get feedback
- ✓ Personal coaching from an expert trainer
- ✓ Workshop manual full of practical tips & advice
- ✓ Ongoing adhoc support by email
- ✓ Refreshments and sandwich lunch on the day

Bookings

To make a booking for any of these public workshops please contact us via Email at public@skillstudio.co.uk or via telephone on +44 (0)8456 444 150 and we will be happy to check availability and forward you an application form.

In-Company Workshops

Our in-company workshops are held at your company location (anywhere in the UK). They are a more cost effective alternative for 4 or more attendees. Our fees for the one day course for up to 6 people are from £1190 (exc VAT).

Workshops can also be adapted to meet your specific requirements.

To discuss your requirements in more detail or to make a workshop booking, please contact us via Email at inhouse@skillstudio.co.uk or via telephone on +44 (0)8456 444 150.

Client Feedback on Skillstudio Courses

The workshop was extremely well organised and effective. The workshop itself was structured well with an effective balance between practical exercises and information giving. The exercises were both enjoyable and enlightening, I certainly feel that I have taken some new skills away with me which are enhancing my performance at work.
London Borough of Camden

The Effective Communications workshop was an engaging and interactive experience that provided pragmatic solutions and helped to build confidence. The trainer quickly put all the delegates at ease and provided clear instruction with realistic and achievable goals.
Royal Institute of British Architects (RIBA)

I felt the course was very useful for my personal development especially in a professional sense. It made me realise there are lots of subtle ways to improve communication that I can work on. It was encouraging to know that there are ways to improve my communication skills.
HSBC

I found the training methods effective and innovative. The exercises were well thought out and gave a good chance for practice. I have been able to use the material learned in a practical way back at work. I would recommend this course and Skillstudio without reservation.
Health Protection Agency (HPA)

Client List

BT Group
Shell
BBC
Reed Elsevier
LloydsPharmacy
Reed Elsevier
P&O Group
Lloyds Bank
Nationwide
Tesco
John Lewis
Sony Music
Lifesearch
McKesson
UK Passport Service
Royal Bank of Scotland
HBOS
HSBC
Vodafone
Home Office
Cardiff County Council
Staffordshire County Council
Wandsworth Borough Council
HPA
UNIDO ... and many more

Skillstudio Training Services

Public Workshops in:-

Public Speaking & Presentation Skills (3 levels), Communication Skills, Vocal Impact, Interview Technique, Media Skills, Body Language.

One-to-One Coaching and In-Company Training in:-

Presentation Skills	Public Speaking	Communication Skills	Questioning & Listening Skills	Interview Technique
Media Skills	Assertiveness	Chairperson Skills	Body Language Awareness	Facilitation Skills
Telephone Technique	Vocal Skills	Accent Softening	Elocution	

Skillstudio Limited. Registered in England and Wales. Company Number:- 4312721. Registered Office:- 72 Kevington Drive, Chislehurst, Kent, England. BR7 6RN.

See our website:- www.skillstudio.co.uk for more information