

Communication Skills at Work

Duration – Half day

Aim

The ability to communicate clearly and professionally is of vital importance to any business. It can be a real challenge, especially in busy, fast-paced or stressful situations to be professional when either speaking face to face or just simply over the telephone. This programme is designed to equip participants with the tools and techniques to improve how to communicate with others in the workplace.

Objectives

By the end of the course participants will:

- Understand the importance of first impressions – how to make a positive impression with communication skills
- Know how to build and maintain rapport with colleagues and clients
- Develop interpersonal skills – stating the case, listening skills, summarising, clarifying and the use of positive body language
- Identify the appropriate communication medium
- Be able to adapt a communication style appropriate to the message and the audience
- Be able to use confident communication skills in difficult situations

Who should attend?

This course is ideal for anyone who would like to improve upon their communication skills in order to become more effective in the workplace.

We can deliver this course throughout Northern Ireland and Scotland.

If you would like to find a course near you, please contact us on 028 90772937 or email info@doctrina.org.uk for more details.

If you would prefer to have this course tailored and delivered at your premises at a convenient time for you, please contact us by telephone or email info@doctrina.org.uk to discuss your requirements.