

# Effective Communication Skills

## Objectives

Delegates will be inspired to improve their effectiveness in all kinds of communication situations, to relate positively/negotiate with others and arrive at win - win situations.

Delegates will develop confidence in controlling the process of communication and the results that they want to achieve through the variety of communication points and opportunities.



## What is it about and what will it do?

This 1-day workshop is for anyone who wants to get outstanding results through outstanding and versatile communication skills.

## Who is it for?

People who want to develop the skills needed to get results through consistent communication.

## Outline content

- The process of communication
- How results conversations work
- Message sent v message received
- The various communication options and their challenges
- Behavioural awareness and emotional intelligence
- It's not what you say, it's how you say it
- Handling and managing conflict, causes, costs
- Verbals and non verbals – what are you really giving off?

