



# COMMUNICATION SKILLS AT WORK

"The single biggest problem in communication is the illusion that it has taken place." - George Bernard Shaw

Communication Skills at Work is an essential course that will equip you with the tools to become a more effective communicator. In this workshop, you'll learn how to hone your verbal and written communication skills by exploring nonverbal communication, active listening techniques, conflict resolution, public speaking, and more. Improve your ability to collaborate with others, write clear messages, and engage in meaningful conversations. Develop the confidence to communicate effectively in all work and life scenarios. Participants will gain confidence in expressing themselves and using communication tools to achieve greater understanding in any situation.

## Key Course Content:

- Develop strong verbal communication skills to effectively communicate in any setting
- Learn how to write effectively and clearly convey a message or idea
- Utilise non-verbal communication tools such as body language and gestures
- Check for understanding
- Understand different communication styles and use them to your advantage
- Improve interpersonal communication and develop key relationships
- Identify and overcome communication barriers
- Adapt your communication style to different people and situations
- Build strong listening skills to understand another person's point of view
- Build confidence in delivering presentations



## Target Audience:

The course can be tailored for the specific cohort whether it be the leadership team, another group of managers/team leaders or employees.



## Duration:

This course is available as a 1-day course or a truncated ½ -day course.



## Delivery:

This course can be delivered both in-person or virtually. For virtual delivery, we can use our virtual platforms or your organisations.



## Group Size:

We recommend a group size of 4-10 people.

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