

GOOD COMMUNICATIONS

Aim:

To give participants a broad understanding of communication; to introduce techniques for effective communication in the workplace; and to engender a commitment to practising these techniques.

Objectives:

By the end of the course participants will have:

- Identified common problems in communication and some solutions
- Understood the principles of effective communication
- Undertaken group exercises to reinforce major teaching points
- Become committed to the value of practising good communication
- Become aware of the basics of body language – and its importance

Numbers : 12 maximum

Duration : 1 day, 9.45am to 5pm

Style : Interactive, group work, supportive.

Suitable for: individuals who have a to consider, perhaps for the first time, using communication as a business or professional tool

GOOD COMMUNICATION – course descriptor

Everyone needs to communicate well. But what are the barriers to communication? And how do we overcome them? This one-day course examines the difficulties involved in communication; and identifies the techniques of good communication, including body language awareness; positive listening; and includes the special skills required to use the phone as an effective business tool.

AM Communications

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