

## **EFFECTIVE COMMUNICATION COURSE OUTLINE: 1/2 DAY**

**This course is for anyone who wants to improve their communications skills**

<b>OBJECTIVES</b>	
<ol style="list-style-type: none"> <li>1. To understand what makes effective communication</li> <li>2. To gain an insight into verbal communication and body language</li> <li>3. To examine different styles of written communication</li> <li>4. To practice communication in a safe environment</li> </ol>	
<b>CONTENT</b>	
<p><b>SESSION 1: Introduction</b></p> <ul style="list-style-type: none"> <li>▪ What is effective communication?</li> <li>▪ Verbal and non-verbal communication</li> <li>▪ Exercises</li> </ul>	<p><b>SESSION 4: Written Communication</b></p> <ul style="list-style-type: none"> <li>▪ Email</li> <li>▪ Reports</li> <li>▪ Letters</li> </ul>
<p><b>SESSION 2: Verbal Communication</b></p> <ul style="list-style-type: none"> <li>▪ 6 steps to effective communication</li> <li>▪ Communication cycle</li> <li>▪ Transmitting messages, preparing and delivering</li> <li>▪ Receiving messages – listening and confirming</li> <li>▪ Exercise – drawing diagrams</li> </ul>	<p><b>SESSION 5: Presentations</b></p> <ul style="list-style-type: none"> <li>▪ Preparation</li> <li>▪ Skills practice</li> </ul>
<p><b>SESSION 3: Body Language</b></p> <ul style="list-style-type: none"> <li>▪ Types of non-verbal messages and behaviours</li> <li>▪ Image and standards</li> </ul>	<p><b>SESSION 6: Summary &amp; Close</b></p> <ul style="list-style-type: none"> <li>▪ Feedback</li> <li>▪ Questions</li> <li>▪ Summary and depart</li> </ul>

**TO BOOK A PLACE ON THIS COURSE OR FOR FURTHER INFORMATION, PLEASE CALL THE HJS PEOPLE TEAM ON 02380 234222.**