



Skills for Business

Communication Skills

Course Description

Duration and structure

This workshop runs over one day and is a very practical workshop which is tutor led. All the sessions involve delegate input to allow them to develop and demonstrate the skills of effective communication.

After this workshop delegates will be able to:

- Understand the different elements of communication
- Understand their communication style and how this impacts on others
- Use good quality questions to understand the needs of the others
- Listen actively to “hear” the things that are important but not said
- Avoid assumptions
- Communicate effectively face to face and over the telephone

Who Should Attend?

Anyone who is responsible for managing and developing staff.

What Do I Do Now?

To book a course or to get more details please complete the Enquiry Form, call us on 07879 448428 or e-mail us at admin@vitaltraining.co.uk

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