

Introduction

In today's business world Effective Communication is essential, whether it is the limited amount of time we get in front of our customers or within our own organisation. This is a programme designed to improve our conscious communication but it also looks at our unconscious behaviour that enhances communication. There are practical exercises and video footage to aid in the explanation of techniques and important tips on giving and receiving feedback.

Aim

The aim of this programme is to show participants some exceptionally important methods of improving communication and give them the practice they need in a safe environment.

Benefits to the Individual

Individuals will leave the programme with a knowledge and understanding of:

- The most effective communication methods
- Enhancing our message using our audiences sub-conscious
- Using techniques to enhance positive and negative feedback
- Unhelpful messages
- Building rapport

Benefits to the organisation

- Improved moral
- More efficient workforce
- Reduced conflicts
- Smoother running projects
- Improved customer relationships

Who should attend

This one-day workshop will benefit individuals who want to improve their communication with others.

