



Communication Strategies



TRAINING OPTIONS

Online / Classroom - unaccredited

WHAT WILL YOU RECEIVE?

- ✓ Instruction by an expert facilitator
- ✓ Interactive classes
- ✓ Specialized manual and course materials

Course Outline

OVERVIEW

To run efficiently, companies need to implement effective communication strategies.

A major goal of this workshop is to help participants understand the impact that their communication skills have on other people.

They will also explore how improving these skills can make it easier for them to get along in the workplace, and in life.

OUTCOMES

You will learn:

- Identify common communication problems that may be holding you back
- Develop skills to ask questions that give you information you need
- Learn what your non-verbal messages are telling others
- Develop skills to listen actively and empathetically to others
- Enhance your ability to handle difficult situations
- Deal with situations assertively

- Creating positive relationships
- Growing our self-awareness
- Communication basics and barriers
- Asking questions and listening skills
- Body language
- Communication styles
- Creating a positive self-image
- Frame of reference
- Techniques for the workplace
- Assertiveness

CERTIFICATIONS

- Certificate of Attendance (SkillUp)

Note: All certificates are electronically issued.

