



## Effective Communication Skills Course

Effective communication is the key to our success in life, in work, and in relationships.

Good communication skills can reduce misunderstandings, errors, frustrations and conflicts on a daily basis.

Communication is an essential skill for successful business and personal relationships. It has the power **to build new and develop existing** relationships. We can use communication to influence every interaction in a positive way, by developing the skills needed to communicate effectively.

The ability to connect and build rapport with other people is a foundation life skill, and should ideally, be actively developed from an early age. It is a learned skill, and can be learned and used at any age.

This Effective Communication Skills will help you to express yourself more effectively, have more influence with your colleagues and **become** more confident in front of others.

### Who should attend?

Staff of all levels that would like to improve verbal and non-verbal communication skills and awareness.

Aksaa can work with you to design and deliver training programmes which are tailor-made to your requirements.

The fee is £150 plus VAT per delegate or £1500 plus VAT plus expenses, for up to 20 delegates for an in-house course.

### Course objective

By the end of the course, participants will be able to:

- Describe barriers to communication and how to overcome these.
- Explain how to build rapport with others.
- Recognise the importance of listening and not making assumptions.
- Describe how to make communication clear and the importance of clarity.
- Understand that what is meant is not always what is understood (intention versus perception)
- Recognise the importance of asking open questions to clarify understanding.
- Describe their experience of a team activity and the key learning points about communication from this.



**To find out about our other courses please check out our website: [www.aksaa.co.uk](http://www.aksaa.co.uk) or contact our offices on 01924 466117.**