



“I know that you believe you understand what you think I said, but I’m not sure you realise that what you heard is not what I meant.”

When you really think about how we communicate, you’ll realise that the process of human communication is mind-boggling! There are various elements to all communications and it can go wrong at any one or all stages! No wonder we get it wrong sometimes!

For your business, organisation or even your relationships to run effectively, we all need to learn to communicate and relate effectively. We must understand the three component parts of any communication and how to ensure the message; whether in electronic, written or verbal form, is properly communicated, transmitted and received - the way we intended it to be.

Add to that the four-modes of receiving a message it is no wonder communication often goes wrong resulting in frustration, wasted effort, lost time, opportunity cost and over-reaction.

This training will equip you to take personal responsibility and accountability for all aspects of communication by actually ‘connecting’ on a human level with everyone you communicate with - both on a personal or professional level - helping to gain deep rapport, making life at work easier and improving customer relations. By ‘listening to understand’ you, in turn, may be properly understood.

Syllabus

- Defining 'Communication' within the context of the business
- The 'Theory' of Communication
- Three components of a Communication
- Communication Problems, What, How and Why.
- Communication - Barriers and Filters
- Getting it Right - The Five Pillars of Great Communication
- Confident Communication - Personal State Management
- The Seven 'C's of Correct Communication
- The "Four Modes" of Listening
- Communication and Connection using NLP.
- The Power of Personal Proxemics
- Power Words V's Red-Words and Phrases
- Giving and Receiving Feedback
- Communication Conflict
- Course Evaluation and Close

Note: Content is subject to review and change without notice

Learning Outcomes

You will have increased responsibility and accountability for the quality of your communications, increased levels of self-awareness, empathy and 'connection'. Professional and personal level relationships will improve exponentially, helping to gain deep rapport, make life at work easier, improve advancement potential and improve customer relations too. In addition, you will be able to:

- Build collaborative relationships that emphasize trust and respect
- Communicate effectively using simple and concise language
- Enhance listening skills to anticipate and avoid misunderstandings
- Eliminate communication roadblocks and identify nonverbal cues

Who will benefit:

All of those desirous of maximizing Business Management capability to streamline and increase the efficiency and effectiveness of identified business processes and those involved in the planning, implementing, maintaining, supervising or auditing of an ISO 9001:2015 Quality Management System.

Certificate

Certificate of attendance

Course Duration

One Day

Additional Information:

Delegates will be given access to an online resource containing:

- Course handouts in PDF format.
- Source material
- Relevant Communications Related Articles
- Course updates*

Delegates completing this training will be eligible for fourteen-days post-training implementation advice* -FREE.

*Terms and conditions apply.