

## Communication Skills Workshop

This powerful and insightful two - day workshop is guaranteed to add value to anyone who is looking to positively influence others through the art of effective communication. The course will develop, enhance and improve the communication skills of all who attend. This workshop explores effective ways to communicate with your customers, using positive language and actively listening to your customer's response will enable you to maximise on every opportunity. The main focus of the workshop is to build the confidence, knowledge and skills of all who attend, thereby maximising their effectiveness to communicate with others using a variety. Every skill and concept explored will be brought to life so delegates can clearly relate to how your learning is relevant to the day job.

### HIGH-LEVEL LEARNING

- » Understand the difference between communicating face to face and over the phone
- » The importance of positive language during your conversation with others
- » How to handle delicate negotiations without conflict arising
- » Understand the difference between the push and pull styles of communication
- » How and when to use verbal and non verbal support
- » The importance of making sure that you have the correct information before proceeding any further with the conversation
- » How to maintain and enhance the self esteem of others
- » The difference between sympathy and empathy

### YOU WILL LEARN

- » The Circle of communication model
- » Positive words and phrases that greatly enhance your communication
- » Listening to understand rather than just to hear
- » Why silence is not always golden
- » Using the correct language to enhance self esteem
- » The difference between irritators and softeners