

Effective Communication Skills



Increase value and personal impact in all your business relationships through effective communication.

Who is it for?

Anyone who is responsible for building and managing influential relationships, particularly where polished communication and interpersonal skills really count.

Overview

The way you interact with others can be the key to your workplace success. Whether communicating under pressure, managing challenging relationships or looking to build lasting rapport, your style and interpersonal competence can make or break your chances of successful achievement. This Workshop will provide you with the insight to capitalise on your existing skills, fine-tune your approach and build a strategy for communication with real impact.

Workshop Objectives

- Overcome barriers to effective communication.
- Recognise the different personality styles and their communication preferences.
- Develop your communication style to increase rapport with others.
- Use questioning techniques to uncover needs and identify issues.
- Apply the art and science of influence - body language and listening.
- Communicate with clarity to avoid misunderstandings.
- Assertively deal with and diffuse potential conflict situations.

Investment

Total investment for this one day workshop is £180 per person. Alternatively, this workshop can be delivered internally to your organisation for a total investment of £1354, irrespective of how many delegates from your organisation attend. This cost includes all relevant materials but excludes any costs associated with the venue.

Colour Spectrum Profile

Individuals complete an on-line personal self-assessment prior to the workshop. The output is a four page profile which helps recipients gain a detailed understanding of their personal style, and how this impacts on their relationships in both personal and professional environments.



If you are interested in arranging a training workshop for yourself, or your organisation and would like further information please do not hesitate to contact us at:

Palladium Training & Consultancy Limited
Tredomen Gateway, Tredomen Business
Park, Ystrad Mynach, Caerphilly CF82 7EH
Tel: 01443 858668
email: info@palladiumtraining.co.uk
www.palladiumtraining.co.uk