

Communication and Interpersonal Skills

This programme is essential for staff at all levels who are keen to improve their communication and interpersonal skills.

The session is useful for employees who have not received any formal training and would like to review how they communicate and engage with other people.

Programme objectives

By the end of this programme, delegates will be able to:

1. Understand the principles of two-way communication
2. Use open and closed questions appropriately
3. Develop active listening skills
4. Demonstrate confident non-verbal communication
5. Use voice and tonality.

Further information

The programme is highly participative and involves a range of communication skills exercises, including an activity based around transactional styles.

Duration: Half day/one day