



Communication Skills

You cannot not do it, so do it well!

Why?

At all levels of a business poor communication can negatively affect your performance.

We have set up a modular approach so that you can target exactly where your organisational objectives are being affected by poor communication.



"good balance
very pragmatic"

Who?

- Anybody in your organization who needs to improve their communication skills.
- This could include newly appointed managers, project teams, people with cross-organisational communication responsibilities. Or ANYBODY, because as we say "You cannot not communicate, so do it well!"

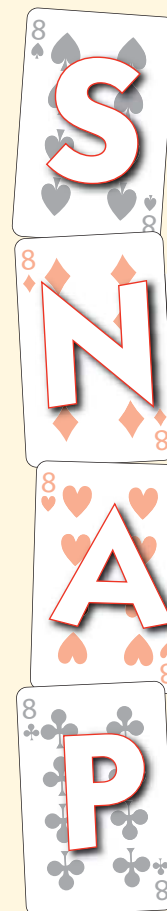
"clearly
learning
can be
fun!"

What?

This workshop has been designed in a modular form so as to meet your organisation's specific needs for communication skills' training. Any of the 8 modules can be used in any combination, and expanded or contracted to fit your own situation.

"assertiveness
- can apply
it often!"

"thank you
very much for the
personal support"



The 8 modules

The Principles of Communication

- The Master Communicator model
- Exercises
- Cultural and individual
- Interference

Questioning Techniques

- Video demonstration/case study
- Techniques, dos and don'ts
- Duo/Trio exercises

Meeting Skills

- The PARDA 5 system
- The Meeting of Minds
- Road Names

Coaching and Feedback Skills

- Building on key strengths
- The Wizard of Oz factor
- Exercises

Assertiveness

- Using the SNAP method of assertive communication for delicate/uncomfortable messages

Non-Verbal Communication

- You cannot NOT communicate!

Voice Control

- How to use PAMPERS
- Duo exercise

Listening Skills

- Listening self-assessment
- Interactive listening
- Duo and trio exercises

FEES:

Depend upon modules and length of workshop. Call us to fix a free preliminary discussion or meeting.

When & where

These modules are run in any combination as an internal one-company event to enable customization. Please contact us to discuss your needs and schedule.

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