

# Communication Skills

**Aim** To provide participants with the knowledge and skills required to communicate more effectively

**Objectives** By the end of this workshop, participants will be able to:

1. Describe the subtle dynamics of communication
2. Explain how to select the most effective forms of communication to achieve their objectives
3. Describe the three elements of communication and the implications at work
4. Explain the different dynamics involved when communicating by e mail or telephone
5. Describe how to communicate effectively during conflict
6. Produce a personal action plan based on the insights they have gained

## Format

This interactive workshop blends theory with a number of practical activities

## Overview

- An exploration of why communication skills are pivotal to our success
- A participative activity to highlight the challenges involved in communicating effectively
- Understanding the dynamics of communication
- How to read and utilise the subtle elements of face-to-face communication
- The dynamics involved in communicating effectively by telephone
- Participants explore the range of opportunities and options to communicate
- How to be more effective when presenting or speaking in public
- The skills required to communicate effectively during conflict
- Participants will complete their personal action plans

