

learning
equals
development

EQV Course Outline



■ Communication Skills

■ 1 Day

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Communication Skills (1 Day)

Business Benefit

How much time, effort and money is lost when things go wrong in the workplace due to a breakdown in communication? At the very least, the answer must be, "lots"! Whether it is face to face, via the telephone or in writing, poor communication probably accounts for more day to day problems in business than any other single factor.

This course will help to overcome these communication problems.

Who Should Attend?

This course is invaluable for those who want to strengthen their communication skills and enhance their ability to interact with others.

Learning Objectives

*By the end of this course
you will be able to...*

- Understand the importance of communicating accurately, concisely and, in a way that is likely to get understanding and co-operation
- Choose the correct media with which to communicate a message
- Understand how to use that media to its optimum effect
- Demonstrate the key skills of communicating by phone, e-mail and face to face
- Complete a post course action plan to implement the learning

Course Content

- The cost of poor communication.
- Barriers to effective communication.
- The three elements of communication
- Choosing the right way to communicate a message
- Using e-mail effectively
- Getting the point across on the phone
- Effective face to face – with individuals and with groups
- Post course implementation plans

You may also be interested in

Public Speaking, Telephone Skills & Assertiveness

Training Locations

Leicester, Sheffield, Liverpool, Manchester, Basingstoke, London

2011
Jul 21
Aug 22
Sep 21
Oct 21
Nov 22
Dec 20

2012
Jan 23
Feb 21
Mar 21
Apr 24
May 23
Jun 26
Aug 20
Sep 14
Oct 09
Nov 05

Price:
£395
per person

The EQV Promise

We ensure that our courses are well received and are delivered by trainers that have actual commercial competency in their chosen subject.

Not only is this essential for our accreditation purposes but it ensures that the trainers will be able to include relevant experiences they themselves have learnt from. This generates appropriate engagement and empathy in the training environment.

When the course is completed we will report back to you about how the training has been received and can indeed evaluate the training right from start to finish after the skills transfer period. This information can come from your account manager who is your main point of contact at all times.

The EQV Experience

Our training courses take the attendee on a journey of learning and development. Throughout the course everyone is engaged in a stimulating and participative way.

Our courses are designed to encompass many different kind of learning activities making sure they appeal to different natural styles of learning that individuals have.

Activities may include a selection of syndicate work, discussion, pair work, case studies, games, role play, quizzes and presentations.

During the event an individual works on their own implementation plan so that they have a clear plan of how they are going to support their own skills transfer back in the workplace. Whilst it is important for the attendees to enjoy the workshop we want to ensure they apply as much as possible back in the workplace.

Our Training Centre

Set in the heart of beautiful rolling Leicestershire countryside, our idyllic training facilities not only provide attendees with the perfect environment to concentrate on their individual learning experience but also provide the practicality of ample parking and fully designed and equipped training rooms.

You will be greeted upon arrival by our training co-ordinator who is your point of contact throughout the day should have any specific queries.

A delicious buffet lunch is provided, catering for a variety of dietary needs.

What Delegates Say about this course

"Excellent"

"Very friendly, approachable, knows his course work & presents its well."

"Great. Well worth doing."

