



Training Academy

## COMMUNICATION SKILLS

### COURSE DURATION

Half a day

### NUMBER OF DELEGATES

The recommended number of participants is:

Face to face 6 - 8  
Virtual 4 - 8

### CONTACT:

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### COURSE OVERVIEW

To deepen the awareness of the group to the importance of communication within the workplace, the service industry and also in everyday life.

### OBJECTIVES

Having attended this event, you will be better able to:

- Explore the various ways we communicate;
- Identify when purposeful communication is of vital importance e.g. Performance Management, Service Recovery;
- Complete a team building exercise which explores co-operation in solving a team problem without the benefit of communication (broken squares exercise);
- Explore the 4 types of communication: Passive, Aggressive, Manipulative and Assertiveness through role plays;
- Be able to state the 3 steps to Assertiveness and apply them to a situation.

### WHO SHOULD ATTEND?

This course is designed for anyone that has to communicate on all levels during their working day.

### COURSE STYLE

This workshop is a mixture of theory and interactive activities to look at how we communicate.