



Communication Skills 101

About:

Excellent communication skills are indispensable in today's working environment. You therefore want to have employees with the right communication techniques and skills. You want them to be able to listen well. Great listening skills prevent many costly misunderstandings. If you want to further professionalise your staff's conversation techniques, this practice-oriented training is the right choice.

Results:

- Participants understand the different communication styles and know how to connect to them
- Participants know how to better convey their personal message
- Participants are able to keep control in a conversation and know how to listen actively
- Participants understand why communication sometimes doesn't run smoothly and what can be done about it

Approach:

Before our learners start the training, they fill in an extensive intake form. Our trainer analyses this intake form and uses the personal learning needs as preparation for the training. This achieves a maximum learning effect during the training.

During the session participants will be introduced to a number of basic communication concepts and will gain insight into their own communication skills; what do you know and what can you refine? Practice is key to the training. The trainer pays a lot of attention to dealing with difficult situations. Participants can also introduce and practice their own case scenarios. This is evaluated on an individual level, so learners can achieve individual learning objectives. The training is provided by experienced and inspiring trainers.