

Course Title: Communication skills

Course content:

- What communication skills do the best and worst communicators display?
- Emotional Intelligence: Why it is important to develop positive thinking techniques, rapport, empathy and solution focused communication if we wish to get the best out of our people
- The importance of praise and neutral praise
- Coaching techniques – to allow people to think for themselves, remember things, take ownership of situations, and to get greater buy in and commitment
- The power of assertiveness.
 - How assertiveness is positive and worth developing
 - How it sits between two far more natural behaviours, aggressiveness and passiveness. Understanding why under pressure, we instinctively wish to move to one of these
 - Clarity on what assertiveness is – what it looks and sounds like, both in terms of tone of voice and type of words / phrases used
- Case studies in which we work through how the skills discussed actually work in the real world

Key learning outcomes:

- Effective management is about effective communication
- We can always develop these skills – as long as we are open to doing so
- The use of assertiveness and emotional intelligence techniques will have a significantly positive impact on the people around us