

EFFECTIVE COMMUNICATION SKILLS

COURSE OUTLINE

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Capital
TRAINING

Effective Communication Skills

Course Aims

This one-day course is designed to enhance interpersonal skills, improve clarity in conveying messages, and foster better understanding with colleagues — thereby strengthening working processes. Through guided discussion and practical exercises, participants will work through seven steps to building rapport, explore non-verbal communication using insights from Amy Cuddy's TED Talk on body language, master questioning skills (including open, closed, guiding and clarifying questions and the question funnel technique), develop active listening using Stephen Covey's five levels of listening, use storytelling to engage and influence others, and learn to give and receive constructive feedback using the BOOST and LEARN approaches.

Duration

6 hours (Face to Face or Virtual)

Target Audience

This Effective Communication course is designed to enhance interpersonal skills, improve clarity in conveying messages, and foster better understanding with colleagues, therefore enhancing working processes.

Learning Outcomes

By the end of the course, participants will be able to:

- Build rapport when meeting new people
- Understand the impact of your own body language and use effective non-verbal communication
- Use questioning skills to find out information and build relationships
- Develop the ability to listen actively to others
- Use storytelling to engage and influence others
- Demonstrate the ability to give and receive constructive feedback

Course Content

Session 1 - Seven Steps to Building Rapport

- Practical techniques to build rapport quickly.
- Adapting your approach to different people.

Session 2 - Non-Verbal Communication

- Making the most of your body language.
- Insights from Amy Cuddy's TED Talk 'Your Body Language May Shape Who You Are'.

Session 3 - Questioning Skills

- Open, closed, guiding and clarifying questions.
- The question funnel technique.
- Deciding which questions to ask and when.

Session 4 - Listening Skills

- The principle of 'seek first to understand, then to be understood'.
- Covey's five levels of listening.
- The power of active listening and how to demonstrate it.

Session 5 - Storytelling, Influence and Feedback

- Using storytelling to engage and influence others.
- Giving feedback with the BOOST approach.
- Receiving feedback with the LEARN approach.

Session 6 - Action Planning

- Developing your communication skills back at work.
- Habits that sustain effective communication.