

Communication Skills for Business Success

Course Code

SSBS148

Duration

1 Day

Format

Classroom | Virtual

Overview

Effective communication skills are essential for compelling leadership and success in business. Increasing these skills can help you expand your impact and support you in inspiring, persuading and galvanising teams and customers.

This one-day programme will support participants to sharpen their communication skills and put them to use with increased savvy, confidence and success

Objectives

Enhance existing skills so as to optimise successful communication in all aspects of work and business.

Who Should Attend

This course is suitable for all Leaders, Managers and team members who are motivated to improve their communications skills at work in order to enhance their success and build strong relationships.

Prerequisites

There are no prerequisites for this course.

Content

- The Principal Styles of Communication
- Personal communication styles and their impacts on others
- Assertiveness and Successful Communication
- Assessing my assertiveness
- Identifying the personal qualities of assertiveness
- How to build assertiveness
- The Science of Persuasion
- The skills and behaviours of persuasive people
- Negotiation skills
- Feedback
- How to give feedback that empowers
- Preparing for Difficult Conversations
- Communicating in Difficult Situations
- Using Emotional Intelligence to maintain composure and objectivity
- Compassionate Communication for conflict management