

Communication Skills

All courses can be virtual or face to face

Sample Content Includes:

- **What is Successful Communication?**
- **The Barriers to Successful Communication**
- **Characteristics of a Successful Communicator**
- **Different Methods of Communication**
- **Communicating Effectively Face-to-Face**
 - Rapport, Questioning, Listening, Body Language
- **Communicating Effectively Via Email**
 - Email layout, Tone, Words, Etiquette
- **Communicating Effectively Via Telephone**
 - Tone, Rapport, Engagement, Questioning, Listening, Summarising
- **Communicating with Different Personalities**

Contact us for a full course outline.

