

# COMMUNICATION SKILLS

COURSE CONTENT OVERVIEW

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This Communication Skills training course aims to help people working in a business environment to improve their everyday communication skills. If you work in a situation where you are required to communicate effectively on a daily basis, then it is important that your communication skills are at their best.

This course gives an overview of some of the main styles of communication, including appraisals, feedback, confrontation, complaints, criticism and negotiation, and explains how you can develop them to get the best result each time.

#### **Module One: The Importance of Communication**

This module looks at the benefits of good communication skills and outlines some of the key attributes that all good communicators have.

- Desirable communication skills
- Types of communication
- Benefits
- Consequences
- Learn, practise, and reflect

#### **Module Two: Appraisals, Feedback, and Motivation**

This module explains how you can create a positive environment in the workplace and give appraisals and feedback in a timely and effective manner.

- Feedback
- One to ones
- Performance appraisal
- Confidentiality
- Motivation

#### **Module Three: Emotional Intelligence and Coaching**

This module looks at how being empathetic and positive can have an impact on the way employees receive you. The module also explains Emotional Intelligence and demonstrates how you can successfully coach your staff.

- Empathy and support
- Emotional intelligence
- Emotional intelligence competencies
- Phone etiquette
- Coaching
- Asking questions
- Open questions
- Closed questions

#### **Module Four: Disagreements, Confrontation, and Complaints**

This module looks at the harder side of communication, covering what to say in disagreements and in confrontations. The module explains how you can deal with complaints and look after unhappy staff members.

- Difficult conversations
- Disagreements
- Problem solving
- Handling confrontation
- Complaints
- Upset employees
- Difficult announcements

#### **Module Five: Criticism and Negotiation**

This module demonstrates how you can give criticism successfully and shows how to be assertive whilst negotiating or persuading others.

- Giving criticism
- Useful phrases
- Being assertive
- Negotiation and persuasion

#### **Module Six: Non-Verbal Communication**

This module highlights the importance of body language and listening skills, covering how to manage your emotions whilst at work and the best practice for written communications.

- Body language
- Listening skills
- Confidence
- Managing emotions
- Written communication

## Aims of the Training

By the end of this course, learners will:

- Know how to deal with difficult conversations, give constructive criticism, and handle complaints.
- Understand how to be assertive.
- Learn how to give good feedback, appraisals, and encouragement.
- Understand how to motivate and coach workers.
- Understand the importance of body language and non-verbal communication.
- Understand emotional intelligence.